

**DISSERTATION  
ON  
“A COMPARATIVE STUDY TO ASSESS THE LEVEL OF  
JOB SATISFACTION AND BURNOUT AMONG STAFF NURSES  
WORKING IN RAJIV GANDHI GOVERNMENT GENERAL  
HOSPITAL AT CHENNAI”**

**M.Sc (NURSING) DEGREE EXAMINATION  
BRANCH – V MENTAL HEALTH NURSING**

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MADRAS MEDICAL COLLEGE, CHENNAI -03.**



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CHENNAI-600 032.**

**In partial fulfillment of the requirement for the award of the degree of  
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**“A COMPARATIVE STUDY TO ASSESS THE LEVEL OF JOB  
SATISFACTION AND BURNOUT AMONG STAFF NURSES WORKING IN  
RAJIV GANDHI GOVERNMENT GENERAL HOSPITAL AT CHENNAI”**

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## **CERTIFICATE**

This is to certify that the dissertation titled **“A comparative study to assess the level of job satisfaction and burnout among staff nurses working in Rajiv Gandhi Government General Hospital at Chennai”** is a bonafide work done by Mrs. N. Kanimozhi, M.Sc Nursing II year Student, College of Nursing, Madras Medical College, Chennai-3 submitted to The Tamil Nadu Dr. M.G.R Medical University, Chennai-32, in partial fulfillment of the requirement for the award of degree of Master of Science in Nursing, Branch-V, Mental Health Nursing, under our guidance and supervision during the academic year 2016 -2018.

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## ABSTRACT

Only a satisfied person can satisfy others, job satisfaction has direct relation to mental health of people. Satisfaction results when needs, expectations or wishes are met. Nurse's job satisfaction is a key role in work performance and production. Imbalance between providing high quality care and coping with stressful working environments can lead to burnout .**Title:** A comparative study to assess the level of job satisfaction and burnout among staff nurses working in Rajiv Gandhi Government General Hospital at Chennai.**Objectives:** To assess the level of job satisfaction and burn out , to evaluate the relationship among them, and find out the association of job satisfaction and burnout scores with selected demographic variables .**Methods and Materials:** A non experimental design was chosen. Non probability convenience sampling technique used to select the sample,300 staff nurses were the sample .Nursing workplace questionnaire and Maslach Burnout Inventory Score were used to assess the job satisfaction and burnout respectively. **Results:** The result shows Correlation between job satisfaction score and burnout score was 30.38 and 46.12 respectively. There is a fair significant negative correlation between Job satisfaction score and burnout score. It means Job satisfaction score decreases their burnout score increase. Karl Pearson correlation coefficient was  $r = - 0.38(r \pm 1)$ .**Conclusion:** The study results concluded that good sleep and relaxation technique will promote more job satisfaction and less burnout.

**Key words:** Job Satisfaction, Burnout, Hospital, Staff Nurses

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## **LIST OF ABBREVIATIONS**

<b>RGGGH</b>	-	Rajiv Gandhi Government General Hospital
<b>NWSQ</b>	-	Nursing Workplace Satisfaction Questionnaire
<b>MBI</b>	-	Maslach Burnout Inventory
<b>HOD</b>	-	Head Of the Department
<b>SD</b>	-	Standard Deviation
<b>DF</b>	-	Degree of Freedom
<b>NIOSH</b>	-	National Institute for Occupational safety and Health

# **CHAPTER -I**

## **INTRODUCTION**

**“People become attached to their burdens, sometimes more than the burdens are attached to them.”**

**- George Bernard Shaw**

Nursing is an oldest art and youngest profession within the health care sector focused on the care of individuals, families, and communities. so they may attain, maintain, or recover optimal health and quality of life<sup>1</sup>. According to American Nurses association in 2003, Nursing as the protection, promotion and optimization of health and abilities, prevention of illness and injury ,alleviations of suffering through the diagnosis and treatment of human response, and advocacy in the care of individuals ,families, communities, and population<sup>2</sup>.

Only a satisfied person can satisfy others, job satisfaction has direct relation to mental health of individual. Satisfaction results when needs expectations or wishes are only met.<sup>3</sup> Job satisfaction is the emotional feelings as well as the behavioural expression for a job. The feeling is influenced by some job related factors such as pay, different types of benefits, recognition, working condition, relation with co-worker and supervisors, and others<sup>4,5</sup>

Job satisfaction among nurses is of paramount importance to providers of health care because satisfied nurses appear to be endowed with the physical and emotional dexterity and the effort needed to perform their tasks that will enhance the quality of care provided to the patient<sup>6</sup>.Studies of job satisfaction carried out in general nursing settings have found a diversity of factors which influence job satisfaction<sup>7</sup>

Nurse's job satisfaction is a key role in work performance and production. If the job satisfaction is decrease due to multiple reason e.g. high patient ratios, high work burden, low salary package and absence or decrease job security can cause unbearable stress among nurses which produces stress

which decreases the quality of health care<sup>8</sup>. Nursing requires the delivery of humane, empathetic, culturally sensitive, proficient and moral care, in working environments with limited resources and increasing responsibilities, such imbalance between providing high quality care and coping with stressful working environments can lead to burnout<sup>9</sup>.

The term 'Burnout' was coined in 1970's by the American psychologist Herbert freudenberger<sup>10</sup>. Burnout has been defined as a syndrome of physical and emotional exhaustion, involving the development of negative self-concept, negative job attitudes and loss of concern for clients<sup>11</sup>. The prolonged exposure to professional stress is associated with the professional burnout syndrome<sup>12</sup>. The consequences of professional burnout include mental fatigue, lack of motivation<sup>13</sup>, and increased risk of cardiovascular diseases, musculoskeletal problems<sup>14</sup>, low output levels, low productivity and absenteeism<sup>11</sup>.

According to Maslach, burnout is a physical, emotional and mental exhaustion syndrome which develop a negative self-concept as well as negative attitudes towards the profession, the life and other people<sup>15,16</sup>. Burnout is a typically syndrome which consists of depersonalization (DP), emotional exhaustion (EE) and reduce personal accomplishment (PA)<sup>8</sup>.

Satisfied workers tend to be more productive, creative, and committed. Therefore, a highly satisfied and free from burnout nurses' will eventually be effective in rendering a quality nursing care since their ultimate goal is the patient satisfaction. Employees can directly influence patient satisfaction in that their involvement and interaction with patients plays a significant role in quality perception<sup>1</sup>.

### **1.1 NEED FOR THE STUDY:**

Job dissatisfaction and burnout are clearly identified as problems in the area of human services that need to be addressed. Nevertheless, most researchers and practitioners believe that job satisfaction can be optimized and burnout minimized to enhance the quality of services to clients<sup>1</sup>.

**Global scenario:** Burnout is unfortunately one of the challenges that many nurses in different parts of the World are facing today .

In 2013, National Health Service (NHS) in England issued a report about nurses leaving the profession due to occupational stress and inability to provide nurse assessed good quality care .The Royal College of nursing, revealed that in a survey carried out in 2013 involving 10,000 nurses,

- 62% of them contemplated resigning from their job the previous year citing stress.
- 61% cited hectic schedules as being a hindrance to providing good quality care.
- 83% felt an increase in workload make nurses leaving the profession in a three year period<sup>18</sup>.

In 2017 survey by Kronos incorporated of 257 RNs working in U.S. hospitals:

burnout syndrome also found common among hospital nurses by Jennifer Larson,

- 98 percent of hospital nurses said their work is physically and mentally demanding
- 85 percent noted that their nursing jobs make them fatigued overall
- 63 percent reported that their work has caused nurse burnout
- 44 percent worry their patient care will suffer because they are so tired
- 41 percent have considered changing hospitals during the past year due to burnout-<sup>19</sup>

### **Indian scenario**

Nursing is the largest healthcare profession, with more than 3.1 million RNs nationwide<sup>20</sup>.According to, poonamJaiswal et.al conducted a study consists of 200 staff members was interviewed by using Likert response based, modified job satisfaction scale in India. The result revealed that the mean job satisfaction index was computed to be in a similar range, but was found to be highest for nurses (0.68), followed by doctors (0.66), support staff(0.63) and technicians (0.62)<sup>21</sup>



Sathyajith S, Dr. R. Haridas had conducted study to assess job satisfaction among nurses of private hospitals in Kerala found that 30 (15%) are highly satisfied on their job, 144 (72%) are moderately satisfied and 26 (13%) shows low level of satisfaction. Significant relation was found between Job satisfaction and age, sex, experience<sup>22</sup>.

### **Chennai (Tamil Nadu) scenario:**

A descriptive study was conducted to find out the level of job satisfaction among staff nurses working in selected hospital at Chennai. The 30 staff nurses were selected for this study, the result of the study revealed that

- ❖ 2 (7%) had high level of job satisfaction,
- ❖ 17 (57%) of them had moderate level of job satisfaction and
- ❖ 11 (36%) had low level of job satisfaction.

The mean and standard deviation value for job satisfaction was 117 and 16.17 respectively. There was statistically no significant association between demographic variables and job satisfaction<sup>23</sup>

Since the prevalence of burn out syndrome among the staff nurses and increased job dissatisfaction is found to have more positive correlation, which in turn can be overcome by certain modifications in their life style, increasing positive attitude, stress reduction environment, motivation and rewarding their work, I was influenced and interested to conduct this study.

### **1.2 STATEMENT OF THE PROBLEM**

A comparative study to assess the level of job satisfaction and burnout among staff nurses working in Rajiv Gandhi Government General Hospital at Chennai.

### **1.3 OBJECTIVES OF THE STUDY**

- To assess the level of job satisfaction among staff nurses working in RGGGH at Chennai.
- To assess the level of burnout among staff nurses working in RGGGH at Chennai.
- To describe the relationship of job satisfaction and burnout among staff nurses.

- To find the association of job satisfaction scores with selected socio demographic variables.
- To find out the association between burnout scores with selected socio demographic variables.

#### 1.4 OPERATIONAL DEFINITIONS

- **Job satisfaction:** In this study, job satisfaction refers to a pleasurable or positive emotional state resulting from the appraisal of the nurse's job or experience, while carry over their duties or responsibilities in the hospitals as measured by a structured questionnaire.
- **Burnout:** In this study, burnout refers to physical fatigue, emotional or mental exhaustion and cognitive weariness of staff nurses it occurs as a result of prolonged frustration and lack of support and resources as measured by a burnout scale.
- **Staff nurses:** In this study, staff nurses refers to those who have completed a programme of basic nursing theory and practical in general nursing and midwifery or baccalaureate nursing programme and is qualified and authorised to practice nursing in general, intensive care units, emergency ward and isolation wards.

#### 1.5 HYPOTHESES

The following hypotheses will be tested at 0.05 level of significance

- **H<sub>1</sub>:** There is significant relationship of level of job satisfaction and level of burnout.
- **H<sub>2</sub>:** There is significant association of job satisfaction scores with selected socio demographic variables
- **H<sub>3</sub>:** There is significant association of burnout scores with selected socio demographic variables.

## **1.6 ASSUMPTIONS**

The study assumes that

- Job dissatisfaction is common among staff nurses.
- Staff nurses are at risk of burnout.

## **1.7 DELIMITATION:**

- The data collection period was within 4 weeks
- The samples were selected in RGGGH only.

## **CHAPTER -II**

### **REVIEW OF LITERATURE**

A review of related literature is an essential activity of any research project. The review of literature provides a basis for future investigation. It justifies the needs for replication, throws light on the feasibility on the study, indicates constraints of data collection and helps to relate the findings from one study to another with a view to establishing a comprehensive body of scientific knowledge in a professional discipline from which valid and pertinent theories may be develop.

**Review of literature will be discussed as follows**

**2.1.1. Review of literature related to job satisfaction among nurses.**

**2.1.2. Review of literature related to burn out among nurses.**

**2.1.3. Review of literature related to correlation of job satisfaction and burnout among staff nurses.**

**2.1.1. Review of literature related to job satisfaction among nurses.**

**Abdul Kadar Muhammad Masum<sup>1</sup>, Md. AbulKalam Azad, Kazi Enamul Hoque,et.al, (2016)** was conducted a descriptive study , The aim of this study was to identify the factors influencing job satisfaction and retention to quit of nurses employed in Turkey. Using a non-probability sampling technique, 417 nurses from six large private hospitals were surveyed . The nurses' demographic data, their job-related satisfaction and turnover intentionswere recorded through a self-ministered questionnaire. The study revealed a negative relationship between job satisfaction and intention to quit the existing employment. Nurses collectively expressed their job satisfaction at a moderate level. The findings of this study demonstrated the significance of

fair promotion opportunity, fringe benefits, and contingent rewards as important factors in improving job satisfaction and retention among nurses. Amongst the nine job satisfaction factors, nurses reported a higher satisfaction level with their work environment, supervisors, and co-workers. This indicates that the work environment, responsive and cooperation among co-workers as important factors to the job satisfaction<sup>24</sup>

**Rios-Risquez MI, Godoy - Fernandez C (2016)** a cross sectional study was conducted on association between occupational satisfaction and perceived general health among emergency nurses in the Hospital Morales Messenger. It includes socio demographic and occupational variables and has been assessed through 2 validated questionnaires. The study evidenced that the mean occupational satisfaction (3.40) of female nursing professionals were more than the male nursing professionals (3.19) and also found to be significant ( $p < 0.05$ ).

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**Chung CE, Kowalski S. (2012)** investigated descriptive survey on job stress, mentoring, psychological empowerment, and job satisfaction among nursing faculty was conducted among 959 full time nursing faculty using a researcher-created demographic questionnaire plus Dreher's Mentoring Scale, Spreitzer's Psychological Empowerment Scale and National Survey for Post Secondary Job Satisfaction Scale. The results showed that the variables showed significant relationship with job satisfaction ( $p < 0.001$ ), mentoring quality (0.229), job stress (-0.568), and psychological empowerment (0.489). Multiple regression studies indicated job satisfaction was significantly influenced ( $p < 0.01$ ) by the presence of mentoring relationship, salary, psychological empowerment, and job stress. The regression model explained 47% of the variants in job satisfaction for the sample<sup>26</sup>

**Price M (2012)** conducted descriptive study was to assess occupational stress and job satisfaction of staff nurses working in Karnataka Institute of Mental Health, Dharwad, Karnataka among 60 government and contractual staff nurses. Purposive sampling technique was used. The data was analysed

using descriptive and inferential statistics. Distribution of sample with reference to level of stress revealed majority (78%) of nurses experienced moderate stress and 18% experienced mild stress. The distribution of sample according to job satisfaction showed that 78% were satisfied and 18% were dissatisfied. The study concluded that there was significant relationship between job satisfaction and workplace stress. Hence it is evidenced that satisfying factors motivate workers while dissatisfying ones prevent.<sup>27</sup>

**Rao TK et. Al, (2012)** was conducted a research on job satisfaction among nurses, a comparative study of nurses employed in government and private hospitals. This study was done to know the level of job satisfaction among nurses of government and private hospitals which is affected by many factors both intrinsic and extrinsic. The result of the study showed that the level of satisfaction is found to be more in case of government nurses as compared to the private nurses but at the same time there are certain factors on which private nurses are more satisfied.<sup>28</sup>

**Ktharsha US et al (2011)** was conducted the study on job stress and job satisfaction, an investigation of nursing personnel. The objective of this study was to examine job stress and its impact on job satisfaction among the nursing personnel in private hospitals. Data were collected from 210 nurses working in hospitals having more than 300 beds in Tiruchirappalli district. The results of this study revealed that some independent variables concerned with job stress, burnouts and job satisfaction are significant in explaining the level of overall job satisfaction of nursing personnel.<sup>29</sup>

**Latif A (2010)** conducted a research on relationship between organizational climate and nurses job satisfaction in Bangladesh. This study was aimed to examine the relationship between organizational climate and nurses job satisfaction within the context of the government hospitals in Bangladesh. Data were collected by using self-administered questionnaires from the random sample of 126 nurses at two Medical College hospitals. The

results showed that nurses perceived a moderate level of organizational climate and job satisfaction. Therefore health care policy makers and nurse administrators should give emphasis on creating and maintaining a positive encouraging organizational climate that will contribute in increasing the nurse's job satisfaction in Bangladesh.<sup>30</sup>

**Alam MM et al (2010)** conducted a research on level of job satisfaction and intent to leave among Malaysian nurses. The objective of this study was to the level of perceived job satisfaction and intention to leave. Data were collected from 153 nurses working in public sector hospital in Perlis. The results of this study showed the nursing staffs were moderately satisfied with their job in all the six facets of job satisfaction i.e. satisfaction with supervisor, job variety, closure, compensation, co-workers and HRM/management policies and therefore exhibits a perceived lower level of their intention to leave the hospital and the job.<sup>31</sup>

**Hassan Al-Takroni , Adel Al-Hindi , Kavija Joshva , et.al(2010)** done cross sectional study design was utilized, 5542 nurses working in 20 hospitals and PHCs were selected as study participants for this study. The study results show that the job satisfaction is found to be averagely satisfied. Accommodation level, administration, work condition, recognition, co-workers communications, educational activity, payment, vacation and leave are used to determine the job satisfaction. There is no correlation between demographic variables and job satisfaction among the staff nurses. Most of the staffs were not satisfied with the workload. Additionally, most of the nurses not satisfied with their weekly off, and they are not happy with their annual allowance. This study concluded that the majority of the nurses participated in the study are averagely satisfied in their job<sup>32</sup>

**Lautizi M,Laschinger HK, Ravazzolo S (2009)** was conducted explorative study on workplace empowerment, job satisfaction, and job stress

among Italian mental health nurses. The aim of the study was to investigate the relationship between staff nurses structural empowerment, work stress, and job satisfaction in two healthcare setting in Italy using Kanter's Empowerment Theory. A convenience sample of 77 nursing staff employed in the Department of Mental Health in central Italy was used in this study (return rate 64%). The study concluded that structural empowerment was significantly related to their job satisfaction ( $r=0.506$ ,  $p<0.001$ ). The result of this study support Kanter's Theory of Structural Empowerment in an Italian nursing sample.<sup>33</sup>

**Ning S, Zhong H, Libo W (2009)** conducted a descriptive correlative study was on the impact of nurse empowerment on job satisfaction in China on 650 full time nurses employed in six Chinese hospitals in 2007. The response rate was 92% ( $n=598$ ). The Effectiveness Questionnaire-II and Job Satisfaction Scale were used to collect the data. A statistically significant positive correlation was found between empowerment and job satisfaction ( $r=0.547$ ,  $p<0.01$ ). The study concluded that enhancing empowerment in a supportive environment would allow nurses to experience satisfaction with their job.<sup>34</sup>

**Kuo HT, Yin TJ. (2008)** conducted descriptive study was to find out the determinants of job satisfaction among hospital nurses, in Korea. The study sample consisted Of 353 nurses from two general hospitals in the city of Seoul and Taegu, Korea. Convenience sampling technique was used for data collection. The explained variance job satisfaction was 53%. The study concluded that structural variables like workload, supervisory support, reutilization, and pay, and psychological variables like positive and negative affectivity and job opportunity had significant net effect on nurses' job satisfaction.<sup>35</sup>

### **2.1.2. Review of literature related to burn out among nurses**

**NohaSelim Mohamed Elshaer , Mona ShawkyAlyMoustafa , Mona WagdyAiad , et,al (2017)** was conducted a cross sectional study to assess the job satisfaction and burn out among 82 nurses. This study was conducted to



determine the relationship between job stress and burnout syndrome among nurses and healthcare technicians at the surgical emergency department and intensive care unit of Critical Care department at the Alexandria University Hospital. Data was collected by an interview questionnaire using selected subscales of NIOSH Generic job stress Questionnaire and Maslach Burnout Inventory of Health and human service Questionnaire. The relationship between BOS and job stress was examined using bivariate and multivariate analyses. Results showed that although majority of participants reported variation of workload (84.15%), quantitative overload (76.8%), responsibility for peoples' life (69.5%) and lack of perceived control (63.41%), yet, 85.4% were satisfied with their job. Moreover, high levels of emotional exhaustion was reported by the majority of participants (80%), while less than one third reported either high levels of depersonalization or low levels of personal accomplishment domains of BOS. In multiple regression analysis, skill underutilization, variation in workload, and intra group conflicts were negatively associated with BOS domains. While, job satisfaction and responsibility for peoples' life were positively associated with personal accomplishment domain of BOS. Critical care HCWs had high BOS. The study concluded that reducing intra group conflict, improving skills utilization, and raising job satisfaction are crucial to reduce BOS among critical care HCWs. More attention and psychological support is recommended to critical care HCWs.<sup>36</sup>

**Abdo et al.,( 2015),** a cross-sectional study was conducted in Physicians and nursing staff working in the emergency hospital of Tanta University. Most of the participants (66.0%) had a moderate level of burnout and 24.9% of them had high burnout level. The main findings have been divided into four major groups: interventions done by workplace, interventions done by nurses as a community in the ward, interventions done by nurses as an individual and interventions done simultaneously by nurses as individuals and workplace. However, prevention of burnout can happen the best when the

interventions are carried out together by nurses and organizations. It requires joint efforts from both sides.<sup>37</sup>

**Maureen Harkin<sup>1</sup>, VidarMelby (2014)** was conducted the study incorporated a descriptive quantitative design aimed to determine and compare the prevalence of burnout between emergency nurses and medical nurses, and to examine how burnout was influenced by a range of job-related and personal factors. The total number in the target population was 61 (31emergency nurses and 30 medical nurses). A validated tool was used to measure burnout levels, This study revealed that response rate of 78.6% ( $n = 48$ ) was obtained. Although the results need to be interpreted with caution, analysis revealed no significant difference in Emotional Exhaustion, Depersonalisation and Personal Accomplishment levels between medical nurses and emergency nurses. The job-related and personal factors of gender, age, marital status and the number of hours worked per week were significantly ( $p < .05$ ) associated with burnout. The findings of this study consolidate existing knowledge on burnout in nurses and confirm that burnout is prevalent in emergency and medical nurses.<sup>38</sup>

**Safaa Mohamed E-Demerdash , AfafAbdelaziz Basal, GhadaAbdelsalamAldeeb et .al (2013)** explored the relationship between nurses burnout on organizational commitment among nurses in selected department (emergency and intensive care units of medical and surgical, , cardiovascular intensive care units, and general medical surgical departments) at Tanta University Hospitals. Correlation design was used. The study was conducted at Tanta University Hospitals, The sample consisted of (123) staff nurses from emergency and intensive care units ( $N=75$ ) and medical-surgical departments (  $N=48$ ) . Two tools were used for data collection, Maslach Burnout Inventory which It reveals that  $2/3^{\text{rd}}$  of staff nurses (66.6% ) in general medical surgical departments experienced high level of total burnout compared to 60%of staff nurses in emergency or intensive care units have the same level of total burnout. Three fourth of staff nurses (75.6%) have moderate level of

total organizational commitment. in emergency or intensive units and general medical surgical units. There were negative correlations between organizational commitment and Emotional Exhaustion ( $r = -0.36$ ). There is statistical significant negative correlations between organizational commitment and Accomplishment ( $r = -0.42$ ). However, non-significant correlation was observed between organizational commitment and Depersonalization.<sup>39</sup>

**Ibtissam Sabbah1, HalaSabbah, SanaaSabbah, et al (2012)** was conducted a descriptive study aims to describe burnout and associated factors amongst nurses in Lebanon especially the gender and employment sector. sample of 200 nurses. survey data were collected from private and public hospitals. The data were analyzed by means of descriptive statistics and multivariate analysis. The results indicated satisfactory reliability through internal consistency for all three scales of the MBI-HSS. The factor analysis was quite satisfactory. Most of staff had scores which indicated they were burnt out. Nearly three quarters (77.5%) reported emotional exhaustion, 36.0% reported depersonalization while almost one third (33.0%) experienced reduced personal accomplishment. Burnout increases for 30 - 39 years age groups. Married nurses had significantly higher emotional exhaustion. Depersonalization was highest among nurses in private sector, and personal accomplishment was highest among nurses in public sector. Depersonalization proved to be higher in night and rotating shift nurses. Depression, backache, and headache were predictors of burnout.<sup>40</sup>

**Khodadadizadeh A, MSc1, Ravari A, Phd, Sayadi,A, et. al (2012)** was conducted a descriptive study a group of 134 nurses working in Med-Surge, ER, ICU, CCU, and Neurology units were invited to help with this study. Respondents were randomly selected Results showed that nurses in their study are affected by occupational burnout significantly. However, it is not possible to change some of related factors such as gender, but many factors can be modified to reduce the level of burnout. Changes in existing policies and

respect the experience and expertise of the nursing staff would help them to cope with this problem.<sup>41</sup>

**Chen.S.M.(2010)** , descriptive correlation design was used to examine the extend of burn out according to selected demographic variables.68 intensive care nurses from two hospitals completed a demographic data form and the research questionnaire of Maslach burnout inventory. Statistical analysis included non parametric tests. The study results indicated that younger nurses, separated and divorced nurses and staff work full time in ICUs were most prone to emotional exhaustion. These research findings recommend support for ICU nurses to prevent burnout in their work setting.<sup>42</sup>

**Vera Regina Lorenz, Maria Cecília Cardoso Benatti, (2010)** assessed cross-sectional, analytical and correlational study investigated the existence of Burnout based on a sample of 149 nurses of a university tertiary hospital and correlate Burnout with stressors in the hospital work environment. The Maslach Burnout Inventory, the Nurses Stress Inventory and a questionnaire to characterize the subjects were applied. The results indicated the presence of Burnout in 7.3% of nurses (quartile) and 10.22% (tercile), and also a correlation among the inventories' domains. Vulnerability to this type of illness among nurses was increased by stress experienced in the work environment.<sup>43</sup>

**Rios Riskey MI, Penalver Hernandez F,Godoy Fernandez C (2008)** conducted cross sectional descriptive study was to assess the level of burn out among 56 nurses in intensive care unit of the University hospital Spain. Three evaluation tools used were socio demographic and work survey, the validated Maslach's burnout inventory questionnaires and the general health questionnaire in order to assess professional burnout and the general health condition perceived, respectively. The study revealed that the emotional level of

professional burn out found was moderate to severe among critical care nursing professionals.<sup>44</sup>

**Rios Risquez MI, Godoy Fernandez C, Penalver Hernandez F, et al. (2008)** conducted comparative study was on burn out among 97 nursing professional that belong to emergency department and 42 professionals that belong to intensive care department in Spain. Two evaluation tools used were socio demographic survey and the Maslach burnout inventory. The results found that burnout levels were moderate to high among nursing professionals and the intensive care professionals are more vulnerable to suffering high levels of emotional exhaustion.<sup>45</sup>

**Buhler KE, Land T. (2008)** conducted an empirical study was to the relationship between burnout and personality variables in Germany. The data were gathered from 119 people working in intensive care units by questionnaire method. The research confirmed that scales of mental health (43%), respectively psycho protection(34%), external locus of control(25%), neuroticism(8%) as being statistically relevant concerning burnout. The application and significance of study for future burn out are discussed.<sup>46</sup>

**Olley BO (2008)** conducted comparative study was on burnout syndrome among health care professionals in a Nigerian hospital. 260 health care providers were sampled which includes 104 nurses ,83 doctors 21 pharmacists,10 medical social workers and 42 nursing assistants. Questionnaire method was used as an evaluation tool. The result indicated that nurses consistently reported higher scores on all measures of burn out (82%).<sup>47</sup>

### **2.1.3. Review of literature related to correlation of job satisfaction and burnout among staff nurses.**

**Serkanpekcin (2018)** was conducted the study cross sectional multi-centre study, aim of this study was to examines one of those potential factors,

ageist attitudes, and its relation with burnout and job satisfaction among nursing home. A total of 126 individuals were employed as care staff in these nursing homes to be included in the study. Ageism was evaluated using the Ageism Attitude Scale, Maslach Burnout Inventory and Short-Form Minnesota Satisfaction Questionnaire. The study results revealed that ageism was positively correlated with personal accomplishment and job satisfaction scores ( $p < .05$ ) and negatively correlated with depersonalization ( $p < .05$ ). Short-Form Minnesota Satisfaction Questionnaire scores were negatively correlated with emotional exhaustion and depersonalization and positively correlated with personal accomplishment variables ( $p < .05$ ). This study concluded that ageism negatively impacts not only elderly individuals but also the nursing staff who care for them. Educational programs to prevent ageism should be evaluated for efficiency and implemented if proven to be beneficial.<sup>48</sup>

**Hae-Suk Seo, Hyunjoong Kim, Se-Min Hwang, (2016)** examined job satisfaction, empowerment, job stress, and burnout among tuberculosis management nurses and physicians in public healthcare institutions. This was a cross-sectional study analyzing survey data collected from 249 nurses and 57 physicians in 105 public health centres, three public tuberculosis hospitals, and one tertiary hospital. The survey questionnaire comprised general characteristics, work-related characteristics, and four index scales (job satisfaction, empowerment, job stress, and burnout). The two-sample t-test was used to estimate the mean differences in the four index scales. Multiple regression analysis was used to determine whether general and work-related characteristics affected the four index scales. The job satisfaction and empowerment scores of the nurses were lower than those of the physicians. really assist in the reduction of risk levels.<sup>49</sup>

**Ismail L. S., Al Faisal W, Hussein et. al .(2015)** done the cross-sectional study targeting the all nurses working at PHC centres. 400 samples were randomly selected and Burnout inventory, Minnesota satisfaction

questionnaire was used to assess the burnout and job satisfaction..The study results revealed that Overall nurses reported moderate satisfaction levels and low burnout state. Correlation between burnout and job satisfaction was significant, weak and of opposite course. This study conclude that contributes to the understanding of the relationship between nurses' job satisfaction and burnout syndrome and points out that nurses burnout is not uncommon among nurses working in PHC in Dubai.<sup>50</sup>

**Natasha Khamisa, Brian Oldenburg, Karl Peltzer et.al (2015)** identified the relationship between work related stress, burnout, job satisfaction and general health of nurses. A total of 1200 nurses from four hospitals were invited to participate in this cross-sectional study (75% response rate). Participants completed five questionnaires and multiple linear regression analysis was used to determine significant relationships between variables. Staff issues are best associated with burnout as well as job satisfaction. Burnout explained the highest amount of variance in mental health of nurses. These are known to compromise productivity and performance, as well as affect the quality of patient care. Issues, such as security risks in the workplace, affect job satisfaction and health of nurses. Although this is more salient to developing contexts it is important in developing strategies and intervention programs towards improving nurse and patient related outcomes.<sup>51</sup>

**Hilde Myhren, Oivind Ekeberg, and Olav Stokland (2013)** was conducted the cross sectional study to performed at ICUs at Oslo University Hospital ,The aim of the study was to assess the level and the relationship between job satisfaction, job stress, and burnout symptoms .Researcher was used 196 samples and used job satisfaction scale (scores 10–70), modified Cooper’s job stress questionnaire (scores 1–5), and Maslach burnout inventory. The study results revealed that, Mean job satisfaction score among nurses was 43.9 (42.4–45.4) versus 51.1 (45.3–56.9) among physicians,  $P < 0.05$ . The

mean burnout value (EE) was 2.3 (95% CI 2.2–2.4), and mean job stress was 2.6 (2.5–2.7), not significantly different between nurses and physicians. Burnout (EE) correlated with job satisfaction ( $r = -0.4$ ,  $P < 0.001$ ), job stress ( $r = 0.6$ ,  $P < 0.001$ ), and vulnerability ( $r = 0.3$ ,  $P = 0.003$ ).the study concluded that nurses were significantly less satisfied with their jobs compared to the physicians. Burnout mean scores are relatively low, but high burnout scores are correlated with vulnerable personality, low job satisfaction, and high degree of job stress.<sup>52</sup>

**Spence LHK, Leiter M, Day A (2009)**conducted descriptive correlation survey design was among 89 Canadian full time college nurses employed in Canadian nursing community colleges on the impact of workplace empowerment, incivility and burnout on staff retention and outcomes. The instruments used were the conditions of work effectiveness questionnaire, job activity scale, and global job satisfaction questionnaire. The study found moderate level of empowerment in their workplace as well as moderate level of burnout and job satisfaction. Multiple regression analysis revealed that 60% of the relevance in the perception of job satisfaction was explained by high level of empowerment and low level of emotional exhaustion ( $R^2=0.596$ ,  $F_{(1,86)}=25.01$ ,  $p=0.0001$ ). While both are significant predictors of perceived job satisfaction, empowerment was the stronger of two. The study provides support for Kanter's Organisational Empowerment Theory in Canadian college nurse educator population. Higher level of empowerment was associated with lower level of burnout and greater job satisfaction. These findings have important implication for nurse education and administration.<sup>53</sup>

**Abushaikha.L and Saca-Hazboun.H(2009)** investigated on exploratory descriptive study design was used to investigate job satisfaction and burnout among Palestinian nurses. A random sample of 152 nurses was recruited from private hospitals. The instruments included a demographic questionnaire, the Minnesota satisfaction questionnaire and the Maslach burnout inventory. Respondents reported moderate levels of job satisfaction



and moderate burnout. Palestinian nurses face many challenges in their daily work due to decreased chances of job advancement and emotional exhaustion which may lead to job dissatisfaction. Health care administrators and policy-makers have a responsibility to find solutions to problems that cause job dissatisfaction and burnout among nurses to ensure the delivery of quality health care services.<sup>54</sup>

## CONCEPTUAL FRAMEWORK

The aim of the present study is to determine the job satisfaction and burn out among staff nurses working in Rajiv Gandhi general hospital. The present study as used on modified Conceptual Framework Based on Health Belief Model as introduced by **Rosenstock's and Becker's (1974 and 1975)**

**Rosenstock's and Becker's (1974 and 1975)** address the relationship between a person's belief and behavior. It is a way of understanding predicting how patients will behave in relation to their health care. Use of models based on a perception's of susceptibility to an illness and seriousness of the illness.

The model describes about three variables

1. Individual perception
2. Modifying factors
3. Likelihood of taking action

### **1. Individual or staff nurse's perception**

The first component of this model involves individual perception of how the individual recognize their job satisfaction and burnout particularly in working place. In this study the individual perception includes perceived job satisfaction and burnout among staff nurses and this study variables includes job satisfaction and burnout. The level of job satisfaction and burnout were assessed by standardized tools.

### **2. Modifying factors:**

The second component of this model involves the individual's perception of the seriousness of the factors. In this study the perception is influenced and modified by verbal information, and the perceived threat of job satisfaction and burn out is determined based on the study variable such as level of job satisfaction in low, medium, high and burn out level in mild, moderate, and severe by structured questionnaire.

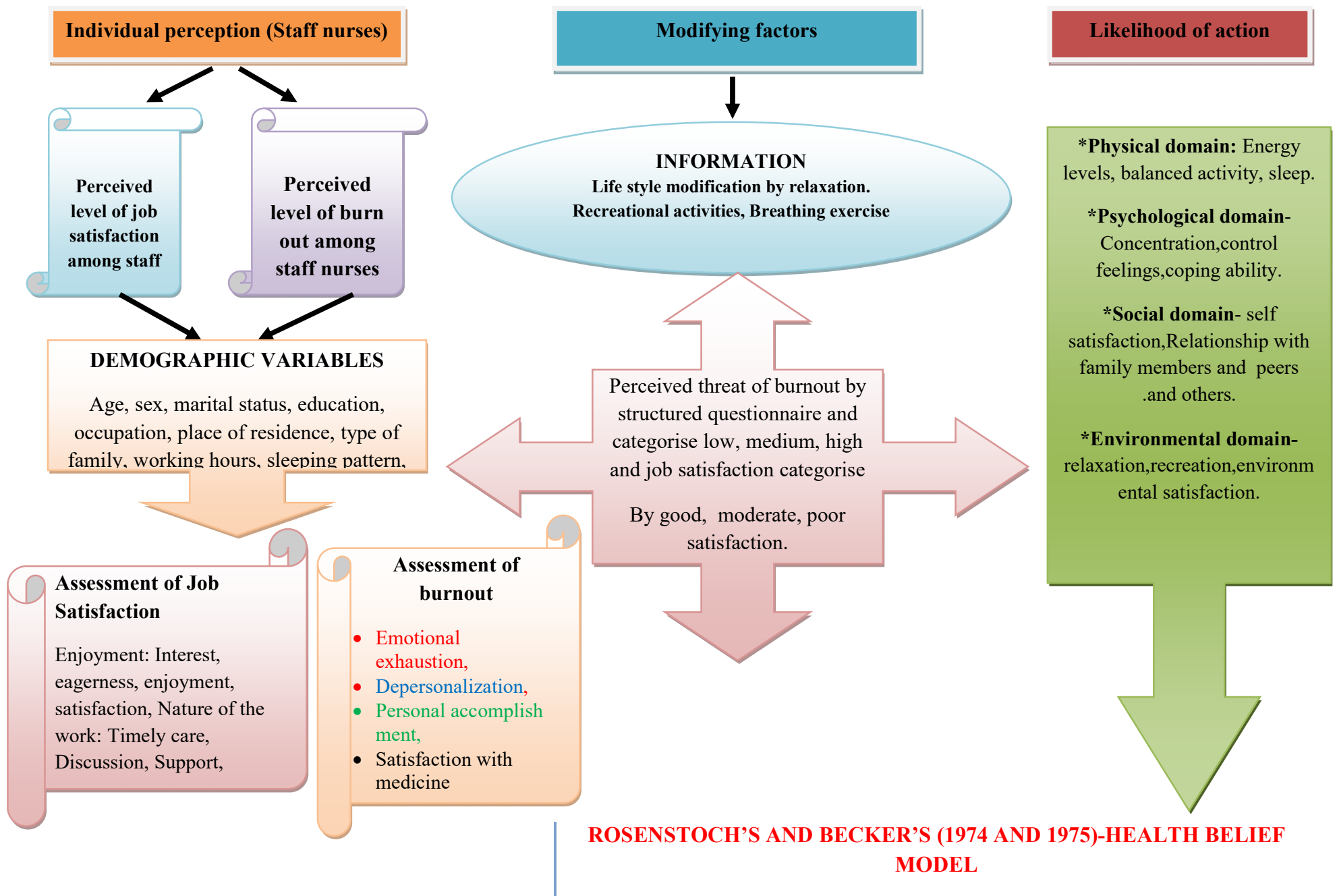
In this study ,job satisfaction and burn out influenced by life style modification, recreationa, relaxation management.

### **3.Likelihood of actions:**

The third component of the model involves the likelihood that a person will take preventive action through information given to staff nurses results from ,based on domains, perception of the benefits to taking action.In this study it indicates that the staff nurses may try to improve the level of job satisfaction than burn out .

Information given for the staff nurses:

- Physical domain-Energy level ,activity,balanced diet,sleep
- Psychological domain-concentration,control feelings,coping ability.
- Social domain- self satisfaction,Relationship with family members and pees .and others
- Environmental domain-hobbies, relaxation, recreation, environment satisfaction.



## **CHAPTER – III**

### **METHODOLOGY**

The methodology of research indicates the general pattern of organizing the procedure of gathering valid and reliable data for the problem under investigation. In this chapter methodology adopted for the study is discussed. The methodology of the study includes research approach, research design, variables, setting of the study, population, sample and sampling technique, sampling criteria, development and descriptions of the tool, content validity of the tool and reliability of the tool, pilot study and data collection process and plan for data analysis. The present study is aimed to assess the level of job satisfaction and burnout among staff nurses working in RGGGH in Chennai.

#### **3.1 RESEARCH APPROACH:**

The research approach is one of the important aspect of research .Descriptive research approach was used for this study.

#### **3.2. RESEARCH DESIGN:**

The investigator used in non- experimental correlative survey research design.

#### **3.3 RESEARCH VARIABLES:**

Job satisfaction, burnout

#### **3.4 STUDY SETTING**

According to polit and Hunger (1997) setting refers to the physical location and condition in which data collection takes place in the study. The setting was selected based on acquaintance of the investigator with the institution ,feasibility, of conducting the study , availability of the sample ,permission and proximity of the setting to investigation.

The study was conducted for staff nurses working in RGGGH, at Chennai.

#### **3.5 STUDY POPULATION:**

**Target population:** Target population of the study was all the staff nurses working in RGGGH in Chennai.

**Accessible population:** The accessible population of the study was staff nurses working in selected wards in RGGGH at Chennai.

### **3.6 SAMPLE:**

Staff nurses working in selected wards in RGGGH at Chennai, who fulfilled the inclusion criteria.

### **3.7 Sample size:**

The size of the sample were 300 staff nurses

### **3.8 SAMPLING TECHNIQUE:**

Convenience sampling technique was used for this study.

### **3.9 CRITERIA FOR SAMPLE SELECTION**

#### **3.9 .1 Inclusion criteria for sampling**

- The nurses who are qualified with baccalaureate nursing programme or post basic nursing or general nursing and midwifery course in selected hospitals.
- Both male and female staff nurses are included.
- Minimum experience 1-5 years.

#### **3.9.2 Exclusion criteria for sampling**

- Who are all not willing and not available during data collection.
- Staff nurses who are practising any relaxation technique.
- Nurses working under any government schemes.

### **3.10. DEVELOPMENT AND DESCRIPTION OF THE TOOL**

**3.10.1. Development of Tool:** Tool was selected after extensive literature review from the various text book, internet search, guidance and discussion with experts in the field of nursing, psychiatry and statistics. A structured questionnaire was used to collect data from the female clients who were working in Rajiv Gandhi Government General Hospital at Chennai.

**3.10.2. DESCRIPTION OF TOOL:** The tool consisted of Section A and B

**1. SECTION A: SOCIO – DEMOGRAPHIC PROFILE:** It includes socio demographic details such as: age, religion, marital status, education, occupation, type of family, type of wards, duration of sleep per day, duration of work per day and their hobbies.

## **2. SECTION B: STRUCTURED QUESTIONNAIRE**

### **3.10.3 Instruments used**

- Nursing work place satisfaction questionnaire.
- Rating scale on burnout among staff nurses.

## **SCORING**

### **NWSQ Job Satisfaction**

**Score interpretation-Min=1 max=5 number of questions=17 Total score=85**

<b>Satisfaction</b>	<b>Score</b>
Good	0- 42
Moderate	43- 64
Poor	65 -85

**Modified scoring the abbreviated Maslach Burnout Inventory Score interpretation**

**Min=0 max=6 number of questions=12 Total score=72**

<b>Burnout</b>	<b>Score</b>
Low	0-36
Medium	37- 54
High	55 -72

### **3.11. CONTENT VALIDITY**

Data collection tool is an instrument that measures the variables of interest of the study accurately, precisely and sensitively.

Content validity of the tool was obtained from experts in the field of psychiatric nursing, psychiatry, psychology and statistical expert. The experts were an associate professor, psychiatrist and clinical psychologist. The experts were requested to check the relevance, sequence and adequacy of the content. There was uniform agreement of the tool which is adopted to conduct the study. Hence, the investigator precedes the same tool.

### **3.12. ETHICAL CONSIDERATION**

The study objectives, intervention, data collection procedure approved by the Ethics Committee of Madras Medical College, Chennai. The staff nurses were explained about the purpose and need for the study. They were assured that their details and answers will be used only for the research purpose. Further they were ensured that their details will be kept confidentially. Thus the investigator followed the ethical guidelines, which were issued by the Ethics Committee after getting a written permission.

### **3.13. PILOT STUDY**

Pilot study is a trail run for the main study to test the reliability, practicability and feasibility of the study.

The main objectives of the pilot study are to help the researcher to become familiar with the use of tool and to find out the difficulties in the main study. The pilot study was conducted after getting ethical clearance and the permission from the Dean, Rajiv Gandhi Government General Hospital, Chennai.<sup>3</sup> It was conducted for a period of one week from. Sample of 30 staff nurses were selected by convenience sampling technique. Established rapport. Informed consent was obtained from them before collection of the data.

Data were collected from the staff nurses by standardized structured questionnaire. An administration of job satisfaction and burn out questionnaire, the staff nurses were assessed their job satisfaction level and burnout



syndrome. Pilot study samples are excluded in the main study. The findings of the pilot study revealed that the study was feasible and practicable.

### **3.14. RELIABILITY OF THE TOOL**

After pilot study reliability of the tool was assessed by using split - half method. The 'r' value obtained was 0.85 which showed a high positive correlation. Hence the tool was considered reliable.

### **3.15. DATA COLLECTION PROCEDURE**

The entire data collection procedure was spread out over a period of four weeks from 02-01-2018 to 29-01-2018. There are 300 staff nurses age group from 25 to 55 years, irrespective of caste, creed and religion. Initially the investigator approaches each female clients after getting permission from the Dean, Rajiv Gandhi Government General Hospital, Chennai.

Investigator selected 348 female and male staffs initially. In that 20 of them were dropped due to absent, 13 of them were unable to attend due to their shift change and 15 were not shown interest to participate in the study. The investigator selected 300 staff nurses as per the inclusion and exclusion criteria. The staff nurses were introduced with the whole programme after an introduction and then a written informed consent was obtained from them for willingness to participate in the study. They were assured that their responses and details will be kept confidential and will be used only for the research purpose.

Before the tool was administered some informal discussion were made with participants to establish rapport. so that they would be relaxed. The total 300 male and female staff nurses were selected. Each day around 10-20 staff nurses were selected by convenience sampling method. Each day standardized questionnaire were Nursing work place satisfaction questionnaire (NWSQ) and Maslach Burn out inventory scale was administered to them and they were asked to give appropriate answers for all statements to find out the level of job satisfaction and burn out level.

Every day after collected the data the information regarding life style modification, relaxation techniques which contains how to develop job satisfaction level and get rid off from burnout among them.

### **3.15.1 Method of data collection**

1. A prior formal permission obtained from the higher hospital authorities.
2. The purpose of the study explains prior to the staff nurses.
3. Consent of all the participants obtained to prior to the study..
4. Structured self administered questionnaires administered to assess the demographic job satisfaction and related burnout syndrome among staff nurses.
5. The duration of the study is 28 days.

#### **SCHEDULE FOR DATA COLLECTION**

<b>S.no</b>	<b>Number of days</b>	<b>Samples per day</b>	<b>Total number of samples</b>
1	2.1.18 to 21.1.18 (20 days)	10 samples	200 samples
2	22.1.18 to 26.1.18(5 days)	20 samples	100 samples
3	27.1.18 to 29.1.18(3 days)	-	Information given to reduce burnout for the subject welfare.

<b>S.NO</b>	<b>SESSION</b>	<b>DURATION</b>
1	Investigator introduced herself establish rapport with staff nurses	3 minutes
2	Meaning of job satisfaction	3 minutes
3	Factors influencing job satisfaction	3 minutes
4	Factors adverse job satisfaction	2 minutes
5	Steps to promoting job satisfaction	5 minutes
6	Meaning of burnout	2 minutes
7	Factors influencing burnout	5 minutes
8	Burnout reducing factors	5 minutes
9	Management of burn out syndrome	5 minutes
10	Job satisfaction techniques – psychological	5 minutes



## **CHAPTER IV**

### **DATA ANALYSIS AND INTERPRETATION**

Analysis is the process of breaking a complex topic into smaller parts to gain better understanding of it. The analysis and interpretation of data represents the application of deductive and inductive logic to the collected raw data.

This chapter deals with the analysis and inter-relation of the data obtained from 300 staff nurses working in Rajiv Gandhi Government Hospital, Chennai. The collected data were tabulated and presented according to the objectives under the following headings.

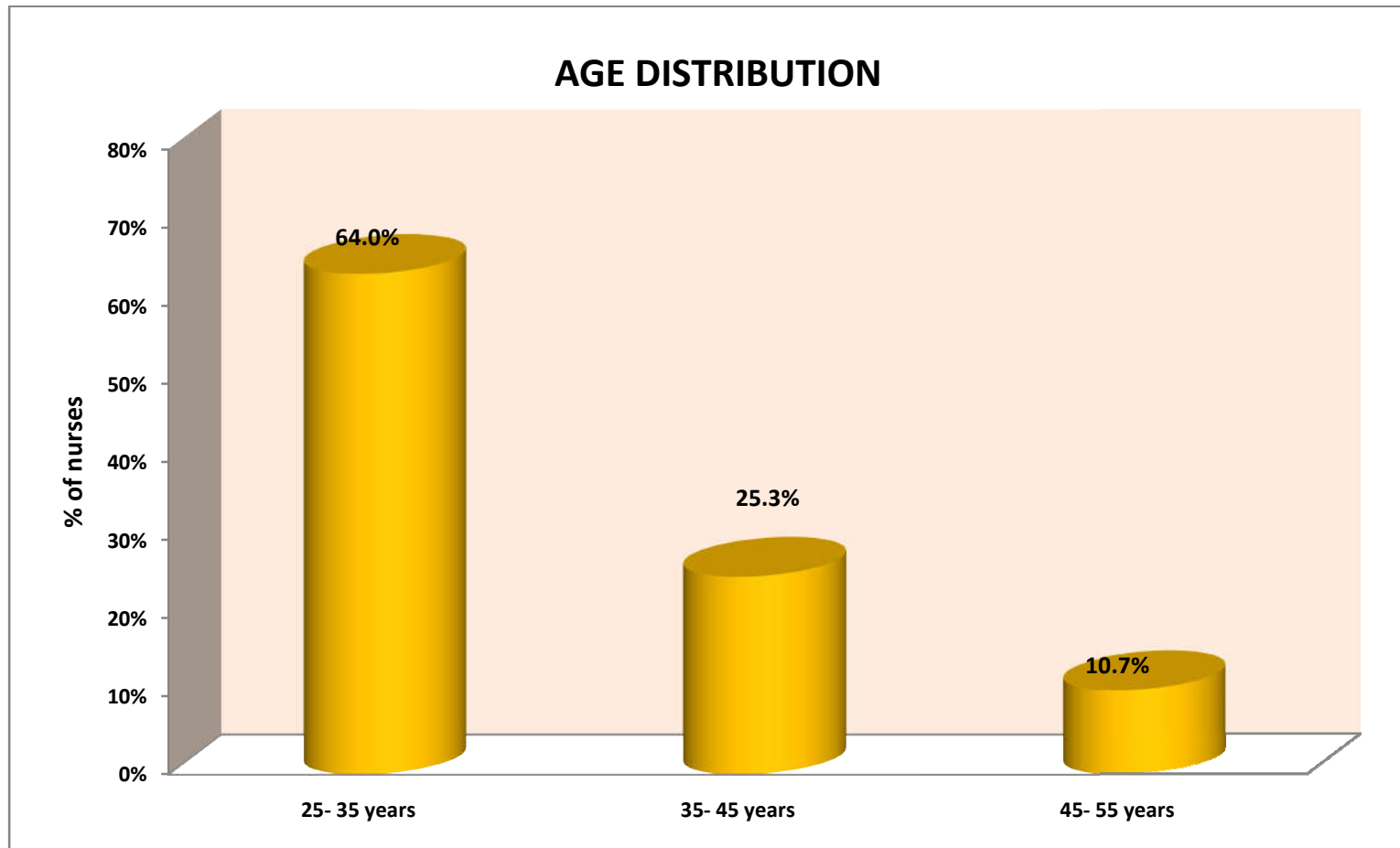
- **Section I:**  
Socio demographic variables of staff nurse working in RGGGH
- **Section II:**  
Level of job satisfaction among staff nurses working in RGGGH.
- **Section III:**  
Level of burnout among staff nurses among staff nurses working in RGGGH
- **Section IV:**  
Relationship between job satisfaction and burnout among staff nurses.
- **Section V:**  
Association between burnout and selected socio demographic variables

**SEC I: TABLE 4-1-SOCIO DEMOGRAPHIC VARIABLES OF STAFF  
NURSES WORKING IN RGGGH**

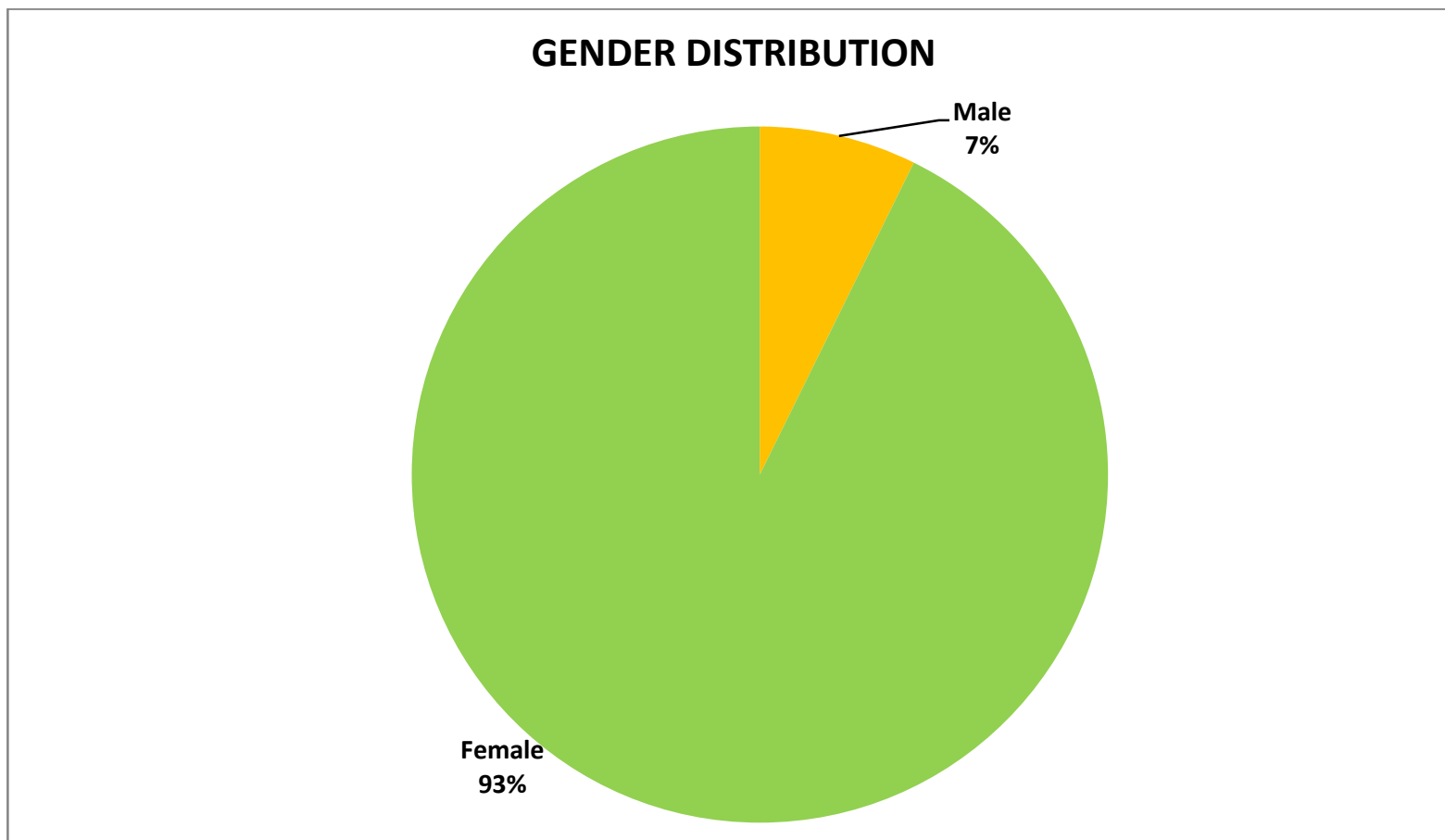
Demographic variables		No. of staff nurses	%
Age	25- 35 years	192	64.0%
	35- 45 years	76	25.3%
	45- 55 years	32	10.7%
Sex	Male	22	7.3%
	Female	278	92.7%
Attending Job as a	From home	159	53.0%
	From hostel	141	47.0%
Academic qualification	Higher Secondary	151	50.3%
	Graduate	122	40.7%
	Post graduate	27	9.0%
Professional Qualification	DGNM	230	76.7%
	PBB.Sc(N)	49	16.3%
	M.Sc(N)	21	7.0%
Marital status	Married	212	70.7%
	Single	87	29.0%
	Widow	1	0.3%
	Others	0	0.0%
Type of family	Nuclear family	171	57.0%
	Joint family	119	39.7%
	Extended family	10	3.3%
Area of job performance	General ward	147	49.0%
	Special ward	76	25.3%
	Intensive care unit	65	21.7%
	Isolation ward	12	4.0%
Year of experience in hospital	1-5 years	121	40.3%
	6-10 years	90	30.0%
	11-15 years	43	14.3%
	> 15 years	46	15.4%
Duration of sleep / day	< 8 hours	149	49.7%
	8 hours	105	35.0%
	> 8 hours	46	15.3%
Duration of work per day	8 hours / day	245	81.7%
	> 8 hours /day	55	18.3%
Hobby of every day	Reading books	82	27.3%
	Watching TV	137	45.7%
	Games	32	10.7%
	Others	49	16.3%
Exposure to stressful situations in the ward	Occasionally	117	39.0%
	Frequently	107	35.7%
	Daily	76	25.3%

The above table 4.1 shows the demographic information of staff nurses those who are participated in this study on “A study to assess the level of job satisfaction and burnout among staff nurses working in Rajiv Gandhi Government General Hospital at Chennai”.

- Among 300 staff nurses (64%) were in the age group of 25-35 years, (25.3%) were in the age group of 35-45 years, (10.7%) were in the age group of 45-55 years.
- In sex (92.7%) were female, (7.3%) were male
- Regarding attending job as a (53%) were come from home for job, (47%) were come from hostel for job.
- According to academic qualification (50.3%) had higher secondary, (40.7%) had graduate, (9%) had post graduate.
- In professional qualification revealed that (76.7%) had DGNM, (16.3%) had PBB.Sc(N), (7%) had MSc(N).
- In case of marital status (70.7%) were married, (29%) were single, (0.3%) were widow, and none of them were in other categories.
- The type of family revealed that (57%) were nuclear family, (39.7%) were joint family, and (3.3%) were extended family.
- According to area of job performances (49%) were general ward, (25.3%) were special ward, (21.7%) were intensive care unit, and (4%) were isolation ward.
- Regarding year of experience in hospital (40.3%) were 1-5 years, (30%) were 6-10 years, (15.4%) were more than 15 years, and (14.3%) were 11-15 years of experience.
- The duration of sleep per day revealed that (49.7%) were slept less than 8 hours per day, (35%) were slept 8 hours per day, (15.3%) were slept more than 8 hours per day.
- According to duration of work per day (81.7%) were had 8 hours duty per day, (18.3%) were had more than 8 hours per day.
- Regarding hobby of every day was (45.7%) were watching TV, (27.3%) were reading books, (10.7%) were playing games, (16.3%) were used other than mentioned above for recreation.
- The exposure to stressful situations in the ward revealed that (39%) were exposure occasionally, (35.7%) were exposure frequently, and (25.3%) were exposure daily.

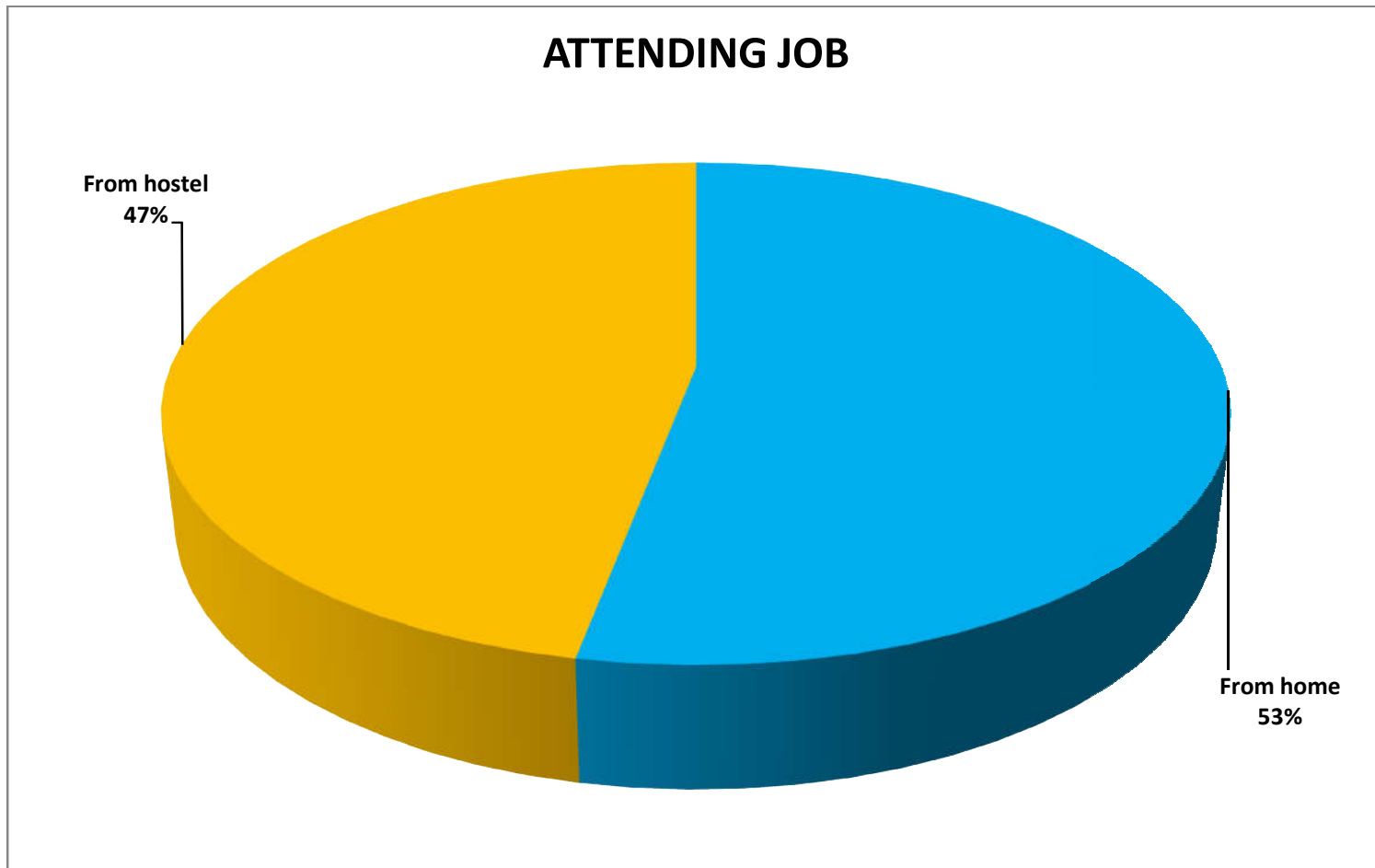


**Fig 4.1 Age distribution of staff nurses**

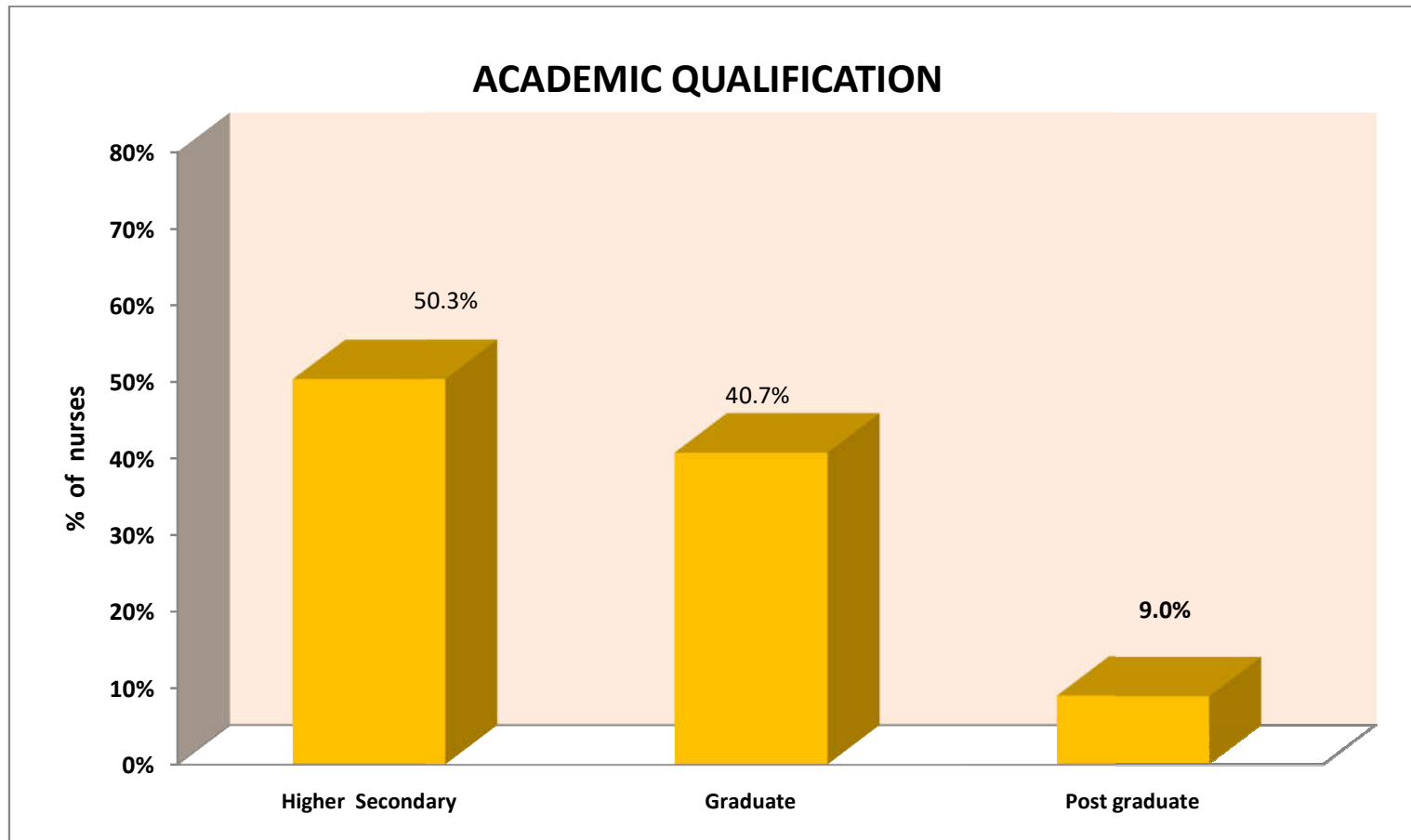


**Fig 4.2 Gender distribution of staff nurses**

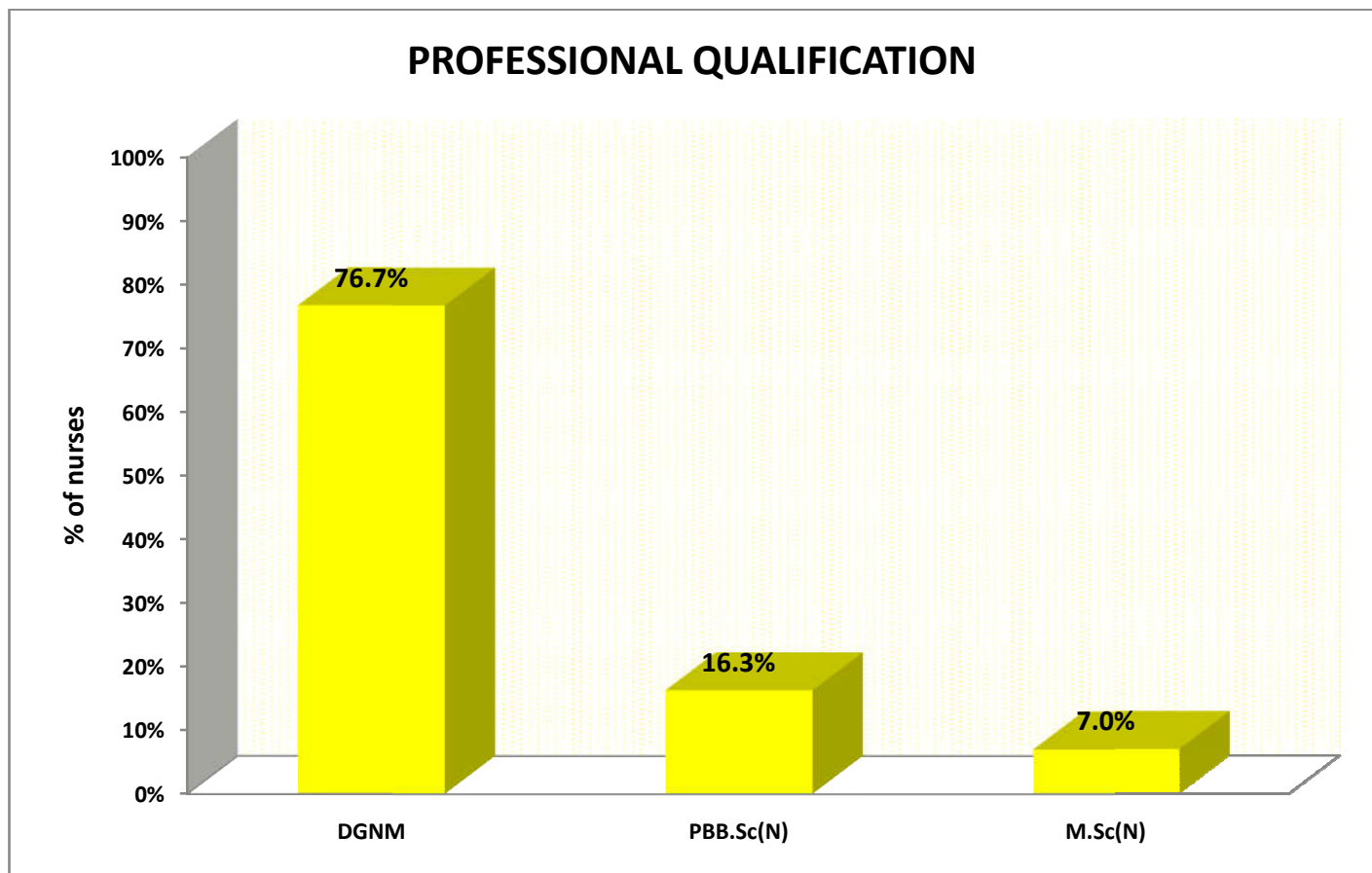




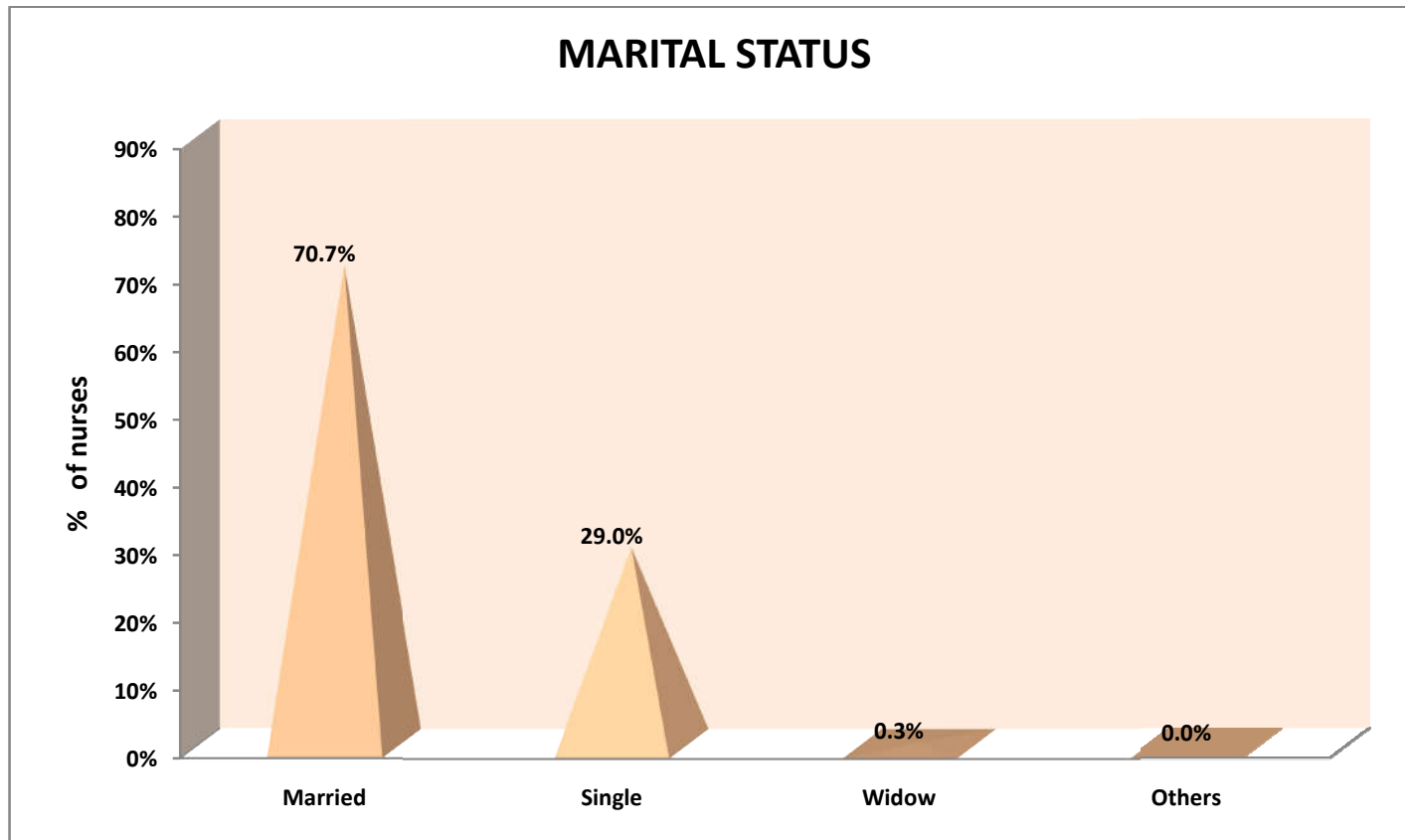
**Fig 4.3 Attending job of staff nurses**



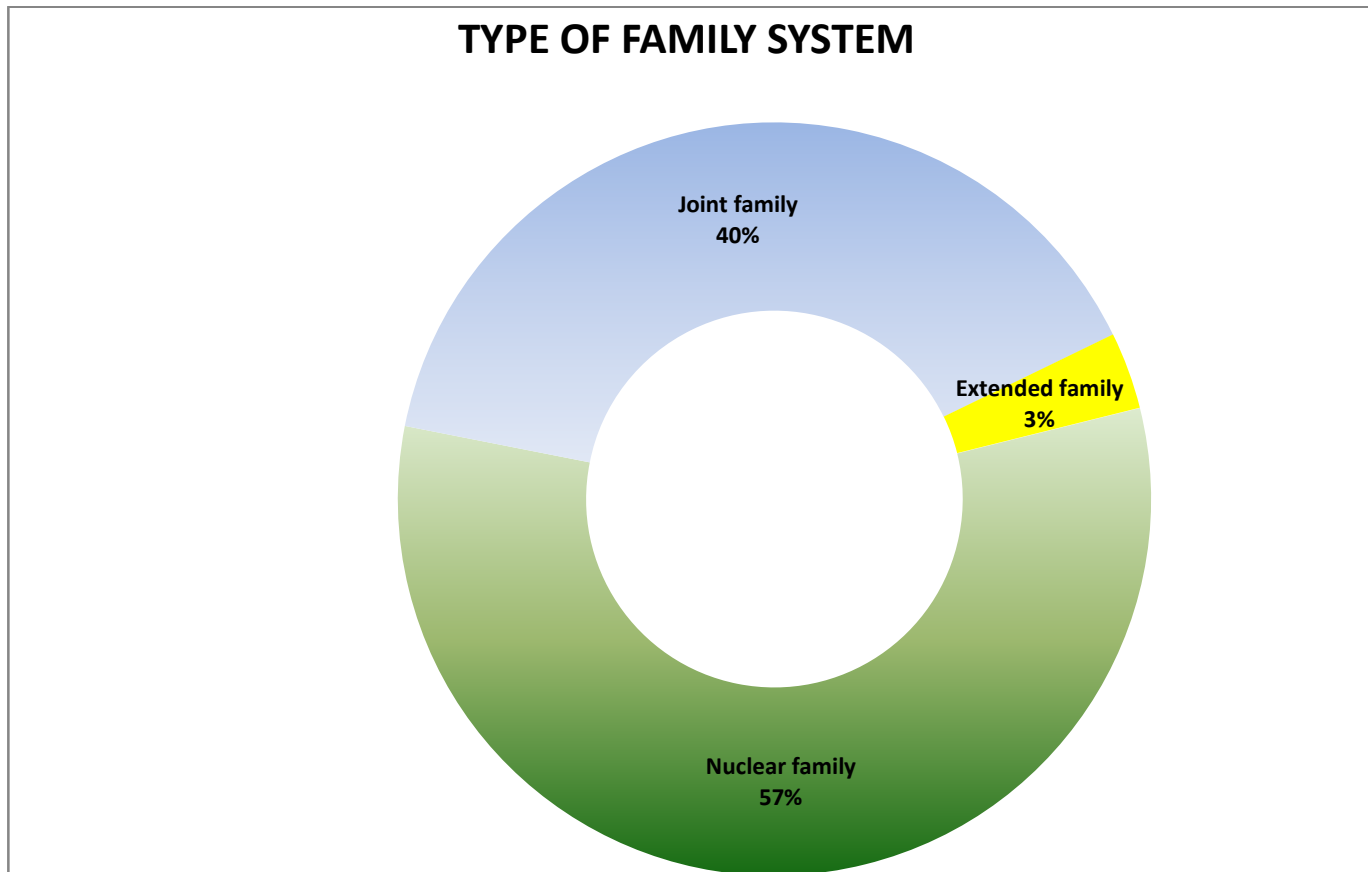
**Fig 4.4 academic qualification of staff nurse**



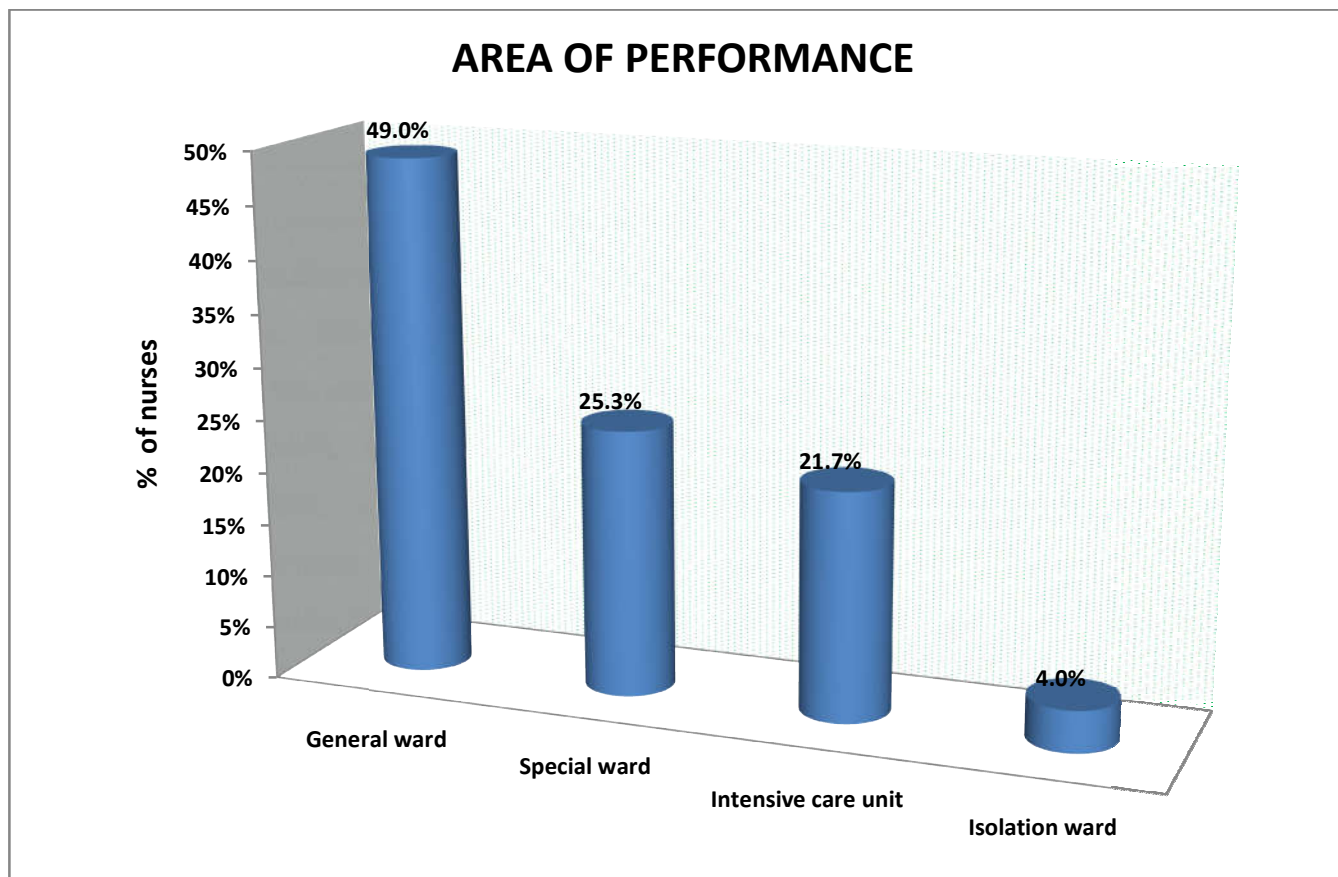
**Fig 4.5 professional qualification of staff nurses**



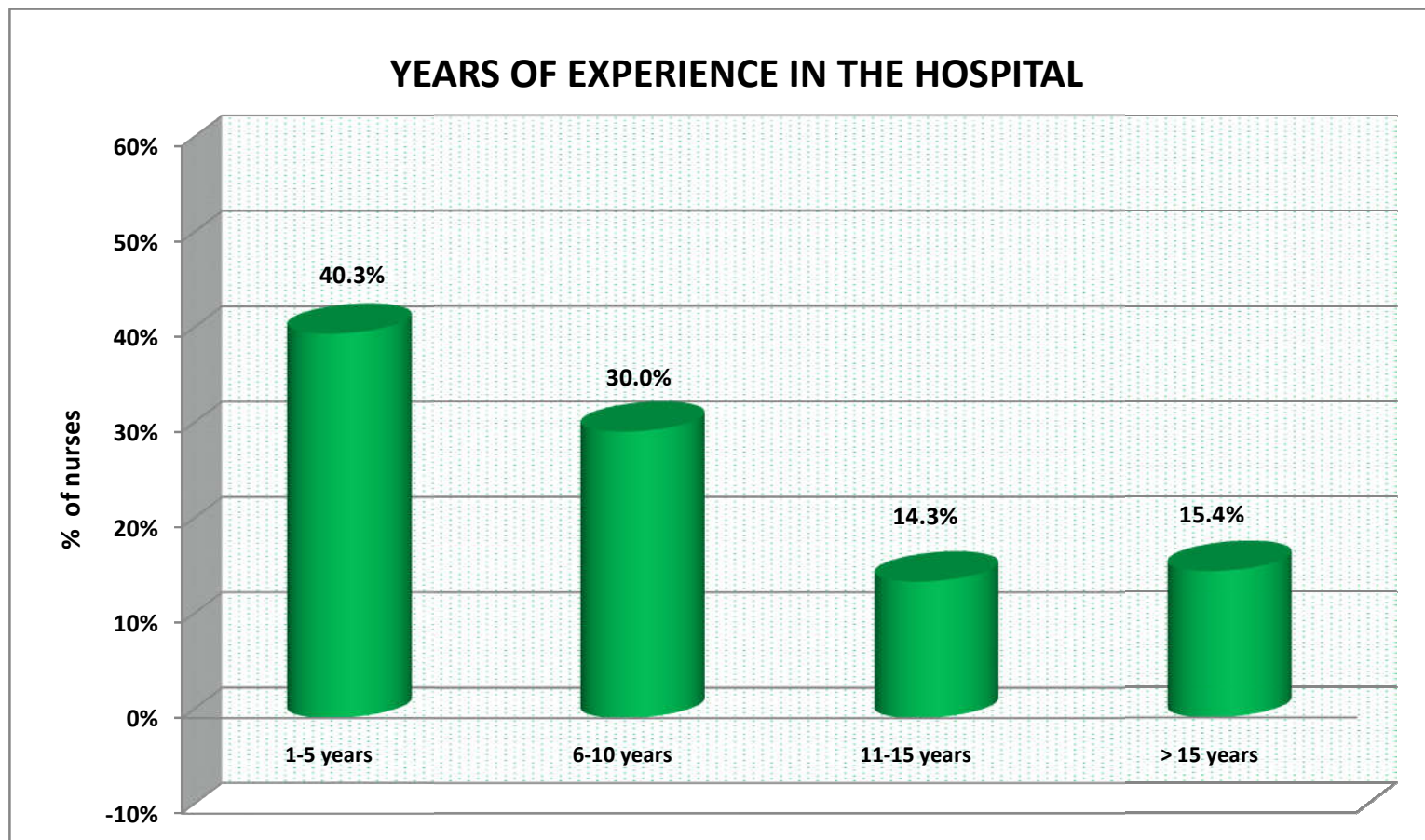
**Fig 4.6 Marital status of staff nurses**



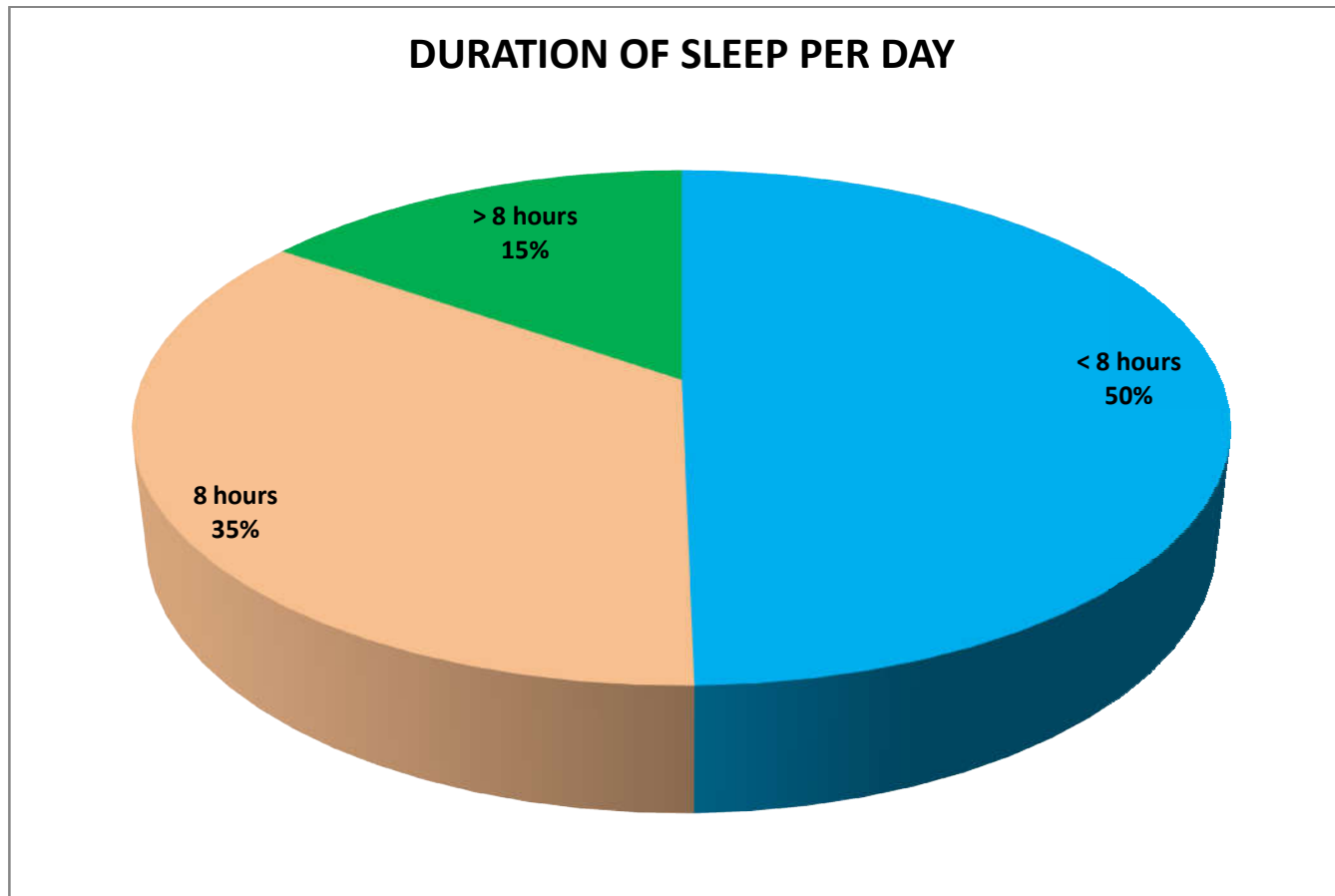
**Fig 4.7 Type of family system of staff members**



**Fig 4.8 Area of performance of staff nurses**

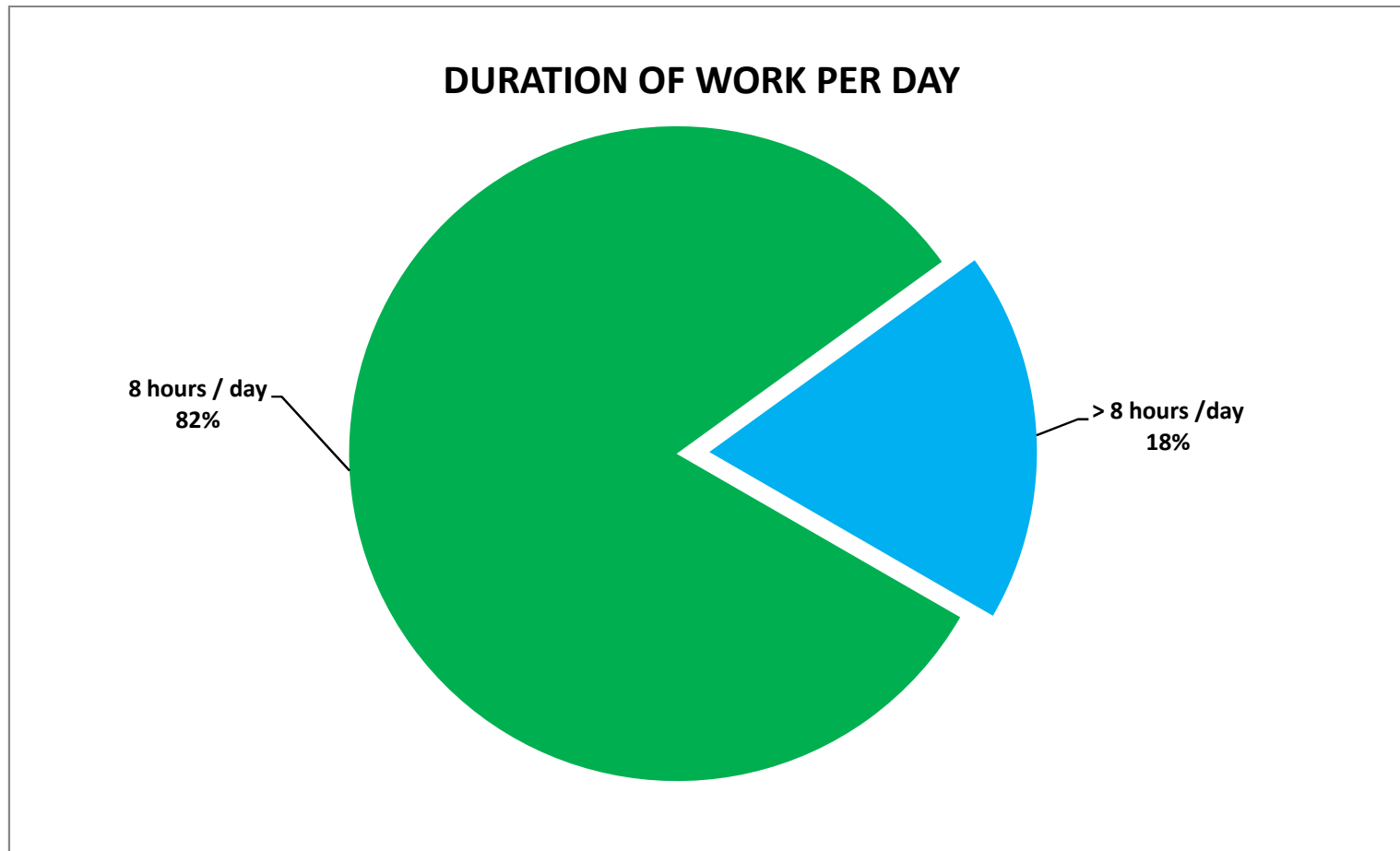


**Fig 4.9 Years of experience in the hospital of staff nurses**

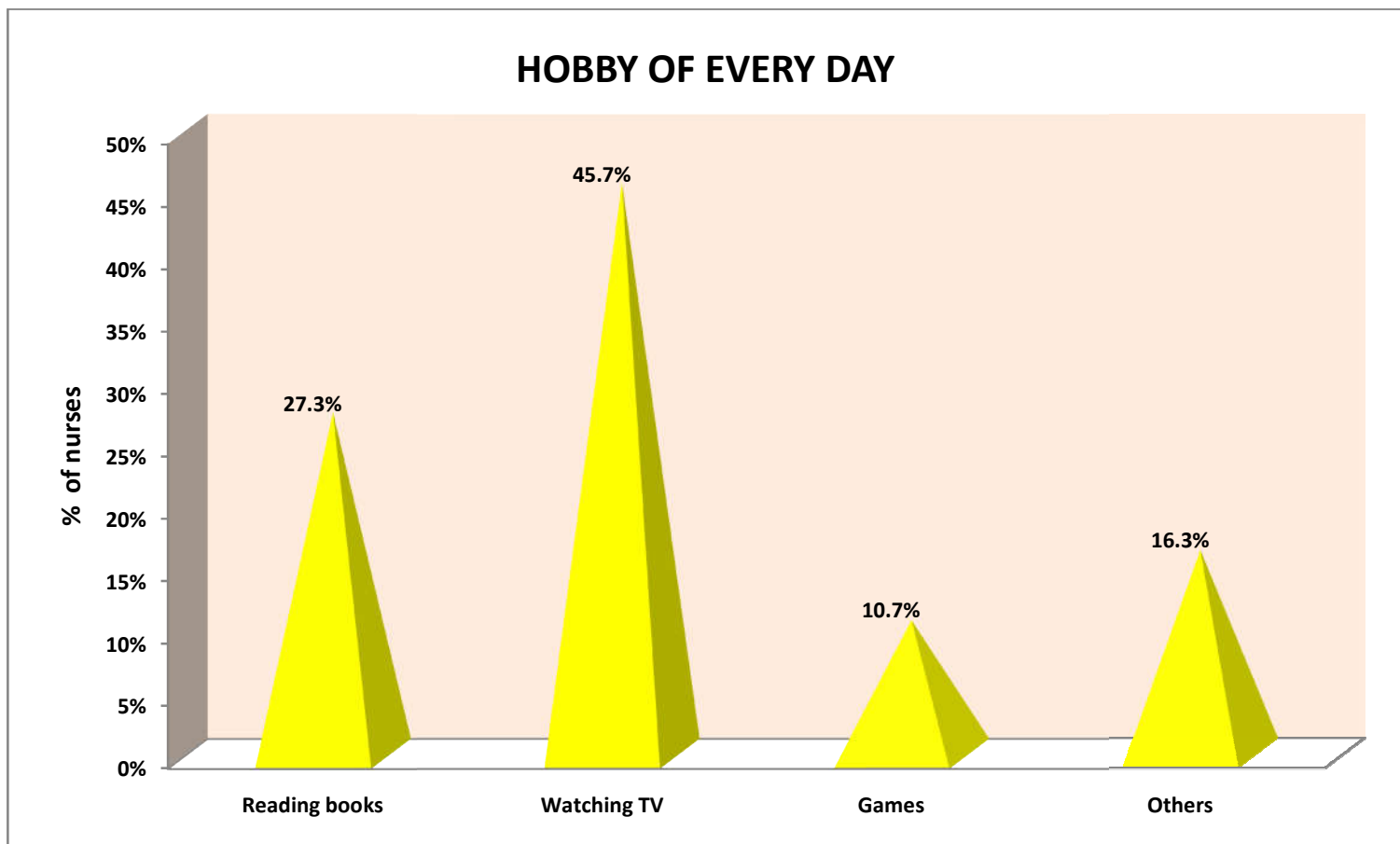


**Fig 4.10 Duration of sleep per day**

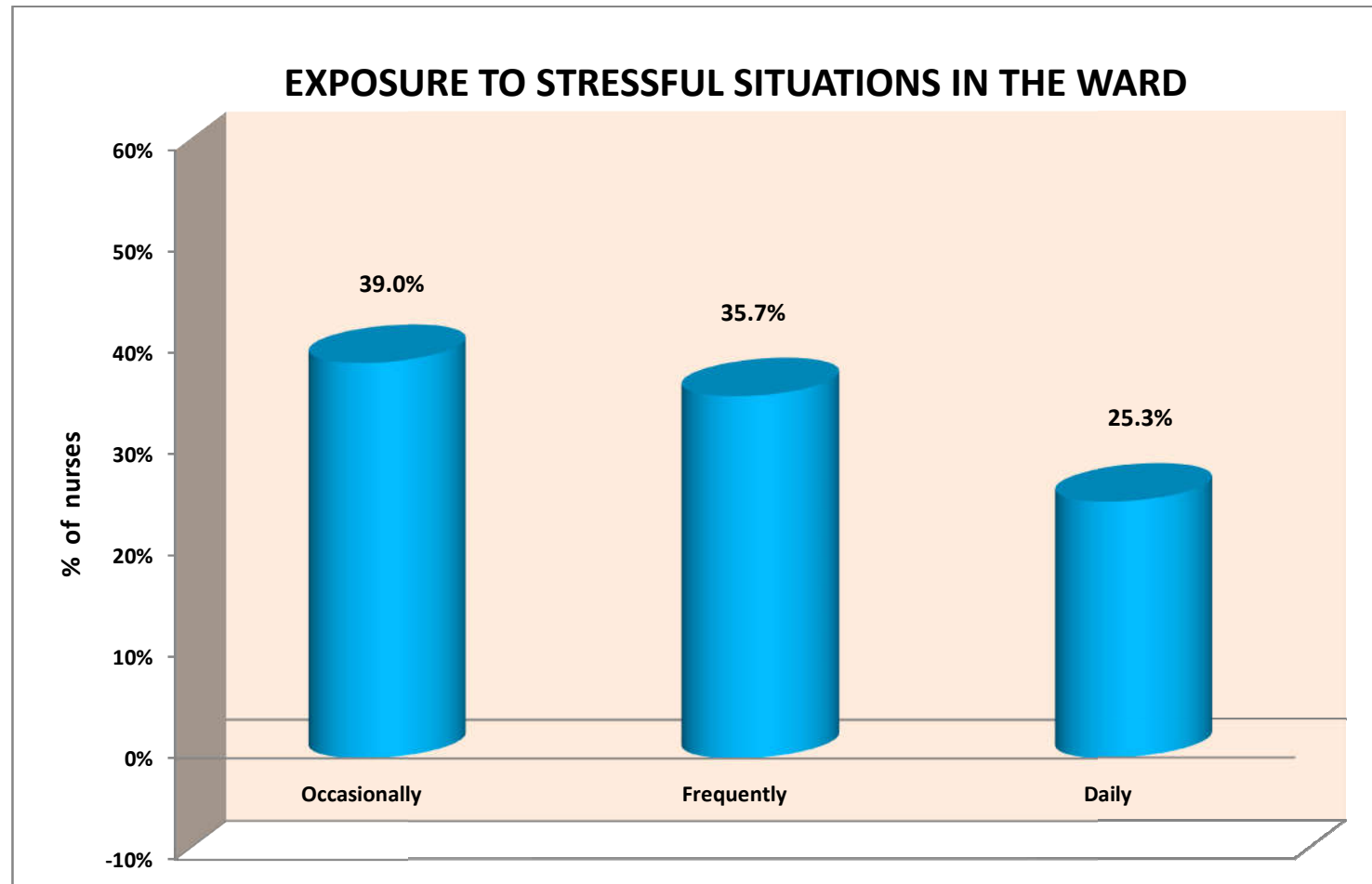




**Fig 4.11 Duration of work per day**



**Fig 4.12 Hobby of every day of staff nurses**



**Fig 4.13 Exposure to stressful situations in the ward**

**Section II: LEVEL OF JOB SATISFACTION AMONG STAFF NURSES  
WORKING IN RGGGH.**

Table 4.2: Each question wise score of level of job satisfaction of nursing workplace satisfaction questionnaire

Sno	Items	fully agree	Agree	Partially agree	Disagree	definitely disagree
		1	2	3	4	5
1	My job gives me a lot of satisfaction	137	102	49	9	3
2	My job is very meaningful for me	146	119	18	14	3
3	I am enthusiastic about my present work	138	90	58	11	3
4	My work gives me an opportunity to show what I'm worth	153	87	44	12	4
5	In the last year, my work has grown more interesting	148	84	54	11	3
6	It's worthwhile to make an effort in my job	134	97	57	9	3
7	I have enough time to deliver good care to patients	130	75	74	12	9
8	I have enough opportunity to discuss patient problems with colleagues	96	106	56	39	3
9	I have enough support from colleagues	111	105	59	22	3
10	I function well on a busy ward	151	107	27	15	0
11	I feel able to learn on the job	163	89	34	11	3
12	I do not feel isolated from my colleagues at work	106	114	63	14	3
13	I feel confident as a clinician	130	109	55	0	6
14	It's possible for me to make friends among my colleagues	133	123	29	15	0
15	I like my colleagues	140	108	44	8	0
16	I feel that I belong to a team	131	135	26	8	0
17	I feel that my colleagues like me	133	114	44	9	0

The above table 4.2 shows each question wise level of job satisfaction among staff nurses working in Rajiv Gandhi Government General Hospital at Chennai.

**Table 3: LEVEL OF JOB SATISFACTION SCORE**

Level	Job satisfaction	
	No. of staff nurses	%
Fully agree	134	44.67%
Agree	104	34.67%
Partially agree	46	15.33%
Disagree	13	4.33%
Definitely disagree	3	1.00%
Total	300	100.0%

The above table 4.3 shows the level of job satisfaction score among staff nurses working in Rajiv Gandhi Government General Hospital at Chennai. In general 44.67% of nurses are having fully agree score, 34.67% are having agree level score, 15.33% are having partially agree level score, 4.33% are having disagree level score and 1.00% are having definitely disagree score.

**TABLE 4.4: EACH QUESTION WISE JOB SATISFACTION  
PERCENTAGE SCORE OF NURSING WORKPLACE SATISFACTION  
QUESTIONNAIRE (NWSQ)**

Sno	Items	Maximum score	Mean	SD	% of mean score
1	My job gives me a lot of satisfaction	5	1.76	.88	35.20%
2	My job is very meaningful for me	5	1.66	.84	33.20%
3	I am enthusiastic about my present work	5	1.80	.92	36.00%
4	My work gives me an opportunity to show what I'm worth	5	1.72	.93	34.40%
5	In the last year, my work has grown more interesting	5	1.76	.92	35.20%
6	It's worthwhile to make an effort in my job	5	1.80	.90	36.00%
7	I have enough time to deliver good care to patients	5	1.95	1.05	39.00%
8	I have enough opportunity to discuss patient problems with colleagues	5	2.12	1.05	42.40%
9	I have enough support from colleagues	5	1.97	.98	39.40%
10	I function well on a busy ward	5	1.65	.82	33.00%
11	I feel able to learn on the job	5	1.64	.88	32.80%
12	I do not feel isolated from my colleagues at work	5	1.95	.92	39.00%
13	I feel confident as a clinician	5	1.78	.87	35.60%
14	It's possible for me to make friends among my colleagues	5	1.72	.81	34.40%
15	I like my colleagues	5	1.70	.80	34.00%
16	I feel that I belong to a team	5	1.67	.72	33.40%
17	I feel that my colleagues like me	5	1.73	.80	34.60%
	Total	85	30.38	9.83	35.74%

The above table 4 shows each question wise job satisfaction score among staff nurses working in Rajiv Gandhi Government General Hospital at Chennai.

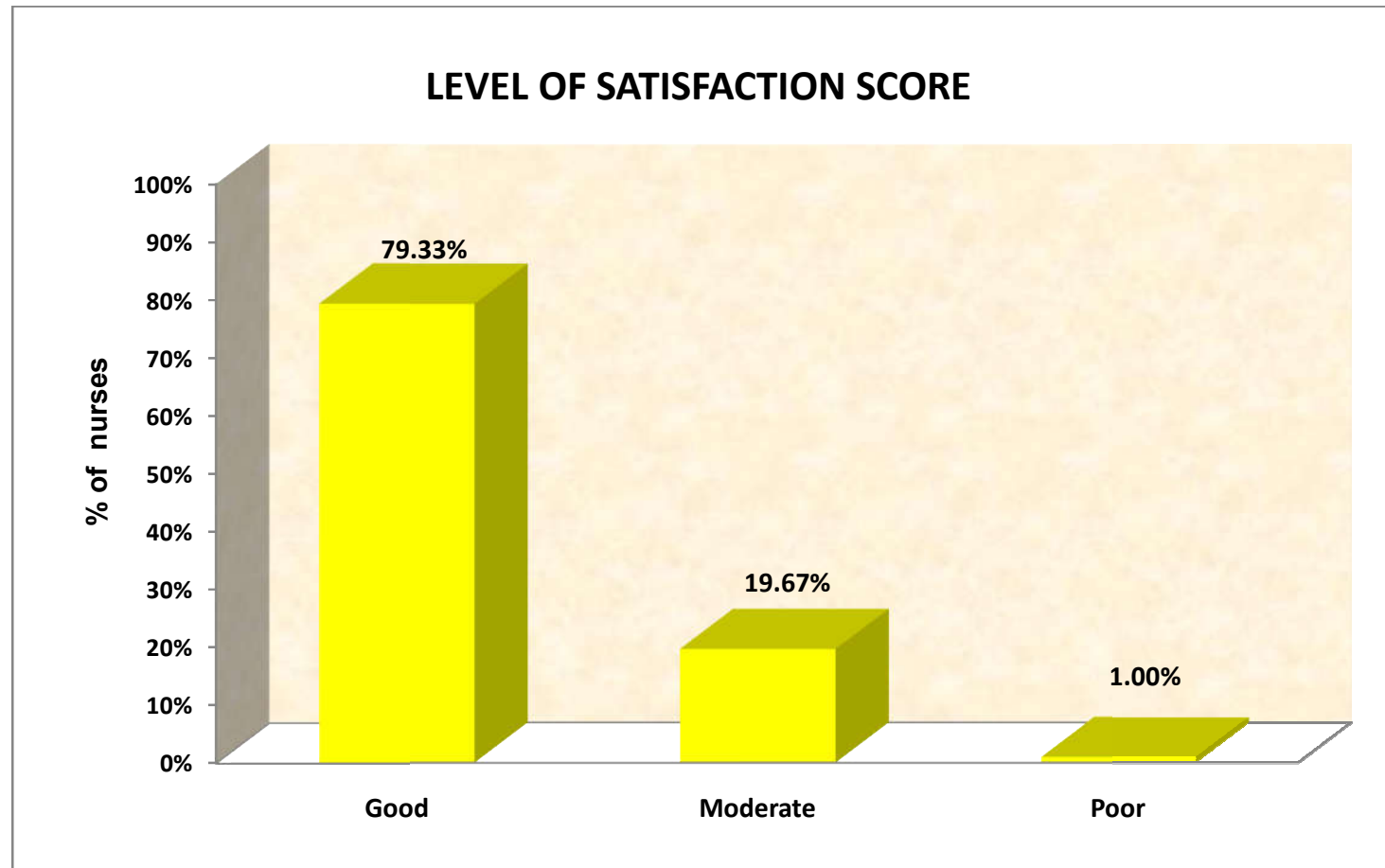
**Table 4.5: Level of job satisfactions using NWSQ score**

<b>Satisfaction</b>	<b>No. of Nurses</b>	<b>%</b>
Good	238	79.33%
Moderate	59	19.67%
Poor	3	1.00%
Total	300	100.00%

**NWSQ job satisfaction Score interpretation**

**Min=1 max=5 number of questions=17 Total score=85**

<b>Satisfaction</b>	<b>Score</b>
Good	0- 42
Moderate	43- 64
Poor	65 -85



**Fig 4.14 level of job satisfaction score among staff nurses**



### SECTION III: LEVEL OF BURNOUT AMONG STAFF NURSES

#### AMONG STAFF NURSES WORKING IN RGGGH

**TABLE4. 6: EACH QUESTION WISE JOB BURNOUT SCORE OF  
MASLACH BURNOUT INVENTORY**

Sno	Items	Never	A few times a year	Once a month or less	A few times a month	Once a week	A few times a week	Every day
		0	1	2	3	4	5	6
1	I feel emotionally drained from my work	52	0	12	21	49	71	95
2	I feel fatigued when I get up in the morning and have to face another day on the job	51	3	19	34	21	78	94
3	Working with people all day is really a strain for me	70	12	9	21	26	61	101
4	I feel I treat some patients as if they were impersonal objects	67	3	13	22	40	84	71
5	I've become more callous towards people since I took this job	24	24	16	10	45	59	122
6	I don't really care what happens to some patients	126	3	10	16	26	58	61
7	I deal very effectively with the problems of my patients	14	3	0	20	12	62	189
8	I feel I'm positively influencing other people's lives through my work	45	15	19	9	53	61	98
9	I feel exhilarated after working closely with my patients	37	6	3	9	24	45	176
10	I think of giving up medicine for another career	154	30	7	6	6	6	88
11	I reflect on the satisfaction I get from being a nurse	32	6	0	12	15	31	204
12	I regret my decision to have become a nurse	116	34	12	11	4	13	110

The above table 4.6 shows each question wise level of burnout among staff nurses working in Rajiv Gandhi Government General Hospital at Chennai.

**Table 4.7: Level of job burnout score of Maslach Burnout Inventory**

Level	Burn out	
	No. of staff nurses	%
Never	66	22.00%
A few times a year	12	4.00%
Once a month or less	10	3.33%
A few times a month	16	5.33%
Once a week	27	9.00%
A few times a week	52	17.33%
Every day	117	39.00%
Total	300	100.00%

The above table 4.7 shows the level of burnout score among staff nurses working in Rajiv Gandhi Government General Hospital at Chennai. In general 22% of nurses are having no burnout, 4% of nurses are having a burnout few times a year. 3.33% of nurses are having a burnout once a month or less, 5.33% of nurses are having burnout a few times a month, 9% of nurses are having a burnout once a week and 17.33% of nurses are having a burnout few times a week and 39% of nurses are having a burnout every day.

**Table 4.8: Each question wise burn out score of Maslach Burnout  
Inventory mean score**

Sno	Items	Maximum score	Mean	SD	% of mean score
1	I feel emotionally drained from my work	6	4.03	2.13	67.17%
2	I feel fatigued when I get up in the morning and have to face another day on the job	6	3.94	2.17	65.67%
3	Working with people all day is really a strain for me	6	3.69	2.40	61.50%
4	I feel I treat some patients as if they were impersonal objects	6	3.67	2.25	61.17%
5	I've become more callous towards people since I took this job	6	4.31	2.00	71.83%
6	I don't really care what happens to some patients	6	2.77	2.55	46.17%
7	I deal very effectively with the problems of my patients	6	5.18	1.50	86.33%
8	I feel I'm positively influencing other people's lives through my work	6	3.95	2.16	65.83%
9	I feel exhilarated after working closely with my patients	6	4.72	2.05	78.67%
10	I think of giving up medicine for another career	6	2.17	2.68	36.17%
11	I reflect on the satisfaction I get from being a nurse	6	4.94	1.97	82.33%
12	I regret my decision to have become a nurse	6	2.77	2.73	46.17%
	Total	72	46.12	9.80	64.06%

The above table 4.8 shows each question wise burnout mean score among staff nurses working in Rajiv Gandhi Government General Hospital at Chennai.

**Table 4.9: Domain wise Maslach Burnout Inventory mean score**

Sno	Items	Maximum score	Mean	SD	% of mean score
1	<b>Emotional Exhaustion</b>	18	11.66	4.87	64.78%
2	<b>Depersonalisation</b>	18	10.75	4.60	59.72%
3	<b>Personal Accomplishment</b>	18	13.85	3.84	76.94%
4	<b>Satisfaction with Medicine</b>	18	9.84	4.52	54.67%
	Total	72	46.12	9.80	64.06%

The above table 4.9 shows each domain wise burnout score among staff nurses working in Rajiv Gandhi Government General Hospital at Chennai.

**High scores indicate greater emotional exhaustion (and hence more burnout).**

**High scores indicate greater depersonalisation (and hence more burnout).**

**High scores indicate greater personal accomplishment (and hence less burnout).**

**High scores indicate more satisfaction with being a nurse**

**TABLE 4.10: LEVEL OF BURNOUT AMONG STAFF NURSES USING  
MBI SCORE**

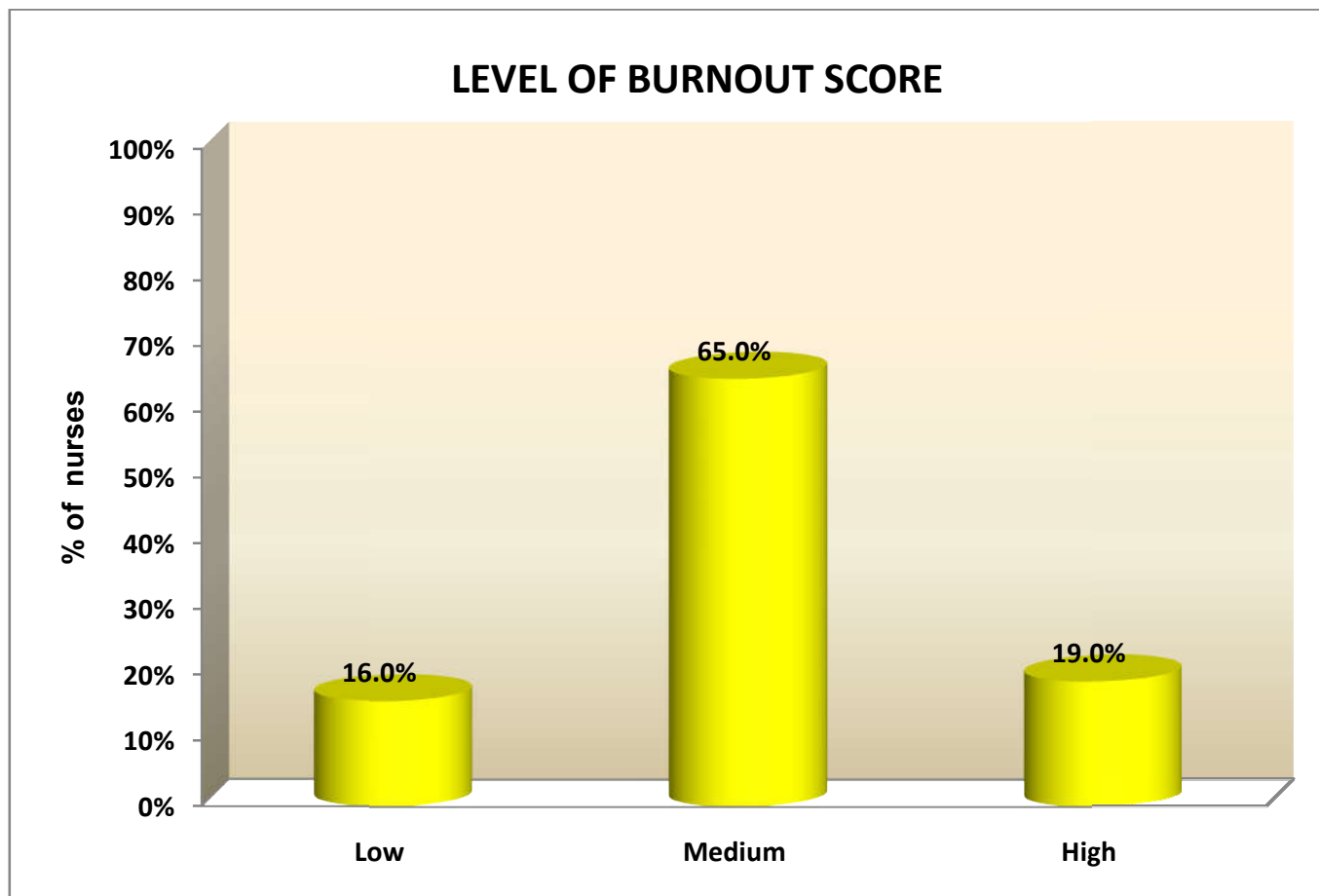
<b>Level of burnout</b>	<b>No. of nurses</b>	<b>%</b>
Low	48	16.00%
Medium	195	65.00%
High	57	19.00%
Total	300	100.00%

The above table 4.10 shows level of burnout among staff nurses working in Rajiv Gandhi Government Hospital, 16% of the nurses are having low burnout score, 65% of the nurses are having medium score and 19% of the nurses are having high burnout score.

**Modified scoring the abbreviated Maslach Burnout Inventory Score interpretation**

**Min=0 max=6 number of questions=12 Total score=72**

<b>BURNOUT</b>	<b>SCORE</b>
Low	0-36
Medium	37- 54
High	55 -72



**Fig 4.15 level of Burnout score among staff nurses working in RGGGH**

**Table 4.11: Correlation between job satisfaction score and burnout score**

<b>Correlation between</b>	<b>Mean± SD</b>	<b>Karl pearson correlation coefficient</b>	<b>Interpretation</b>
Job satisfaction score and Burnout score	30.38±9.83 46.12±9.80	r= <b>- 0.38</b> P=0.001***	There is a fair significant negative correlation between Job satisfaction score and burnout score . It means Job satisfaction score decreases their burnout score increase

### **Pearson Correlation Coefficient**

$$r = \frac{N(\Sigma XY) - (\Sigma X)(\Sigma Y)}{\sqrt{[N \Sigma X^2 - (\Sigma X)^2] [N \Sigma Y^2 - (\Sigma Y)^2]}}$$

### **Interpretation for r-value**

Pearson correlation coefficient is denoted by “r”

“r” always lies between -1 to +1

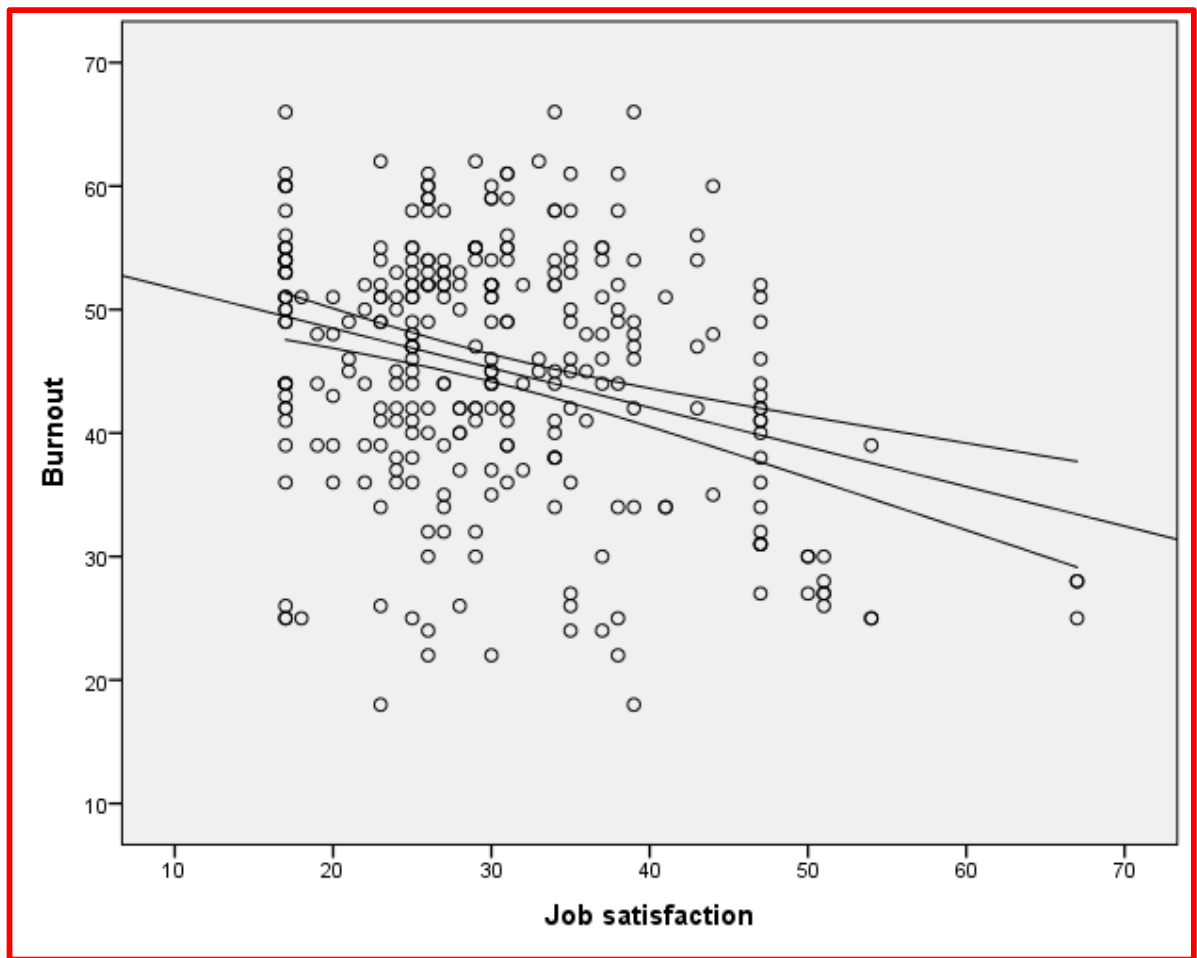
0.0 – 0.2 poor correlation

0.2 - 0.4 fair correlation

0.4 - 0.6 moderate correlation

0.6 – 0.8 substantial correlation

0.8 - 1.0 strong correlation



**Fig 4.16: Scatter-plot with regression estimate shows the negative fair correlation between Job satisfaction score and burnout score**



**Section V: Association between burnout and selected socio demographic variables**

**Table 12: Association between job satisfaction score and demographic variables**

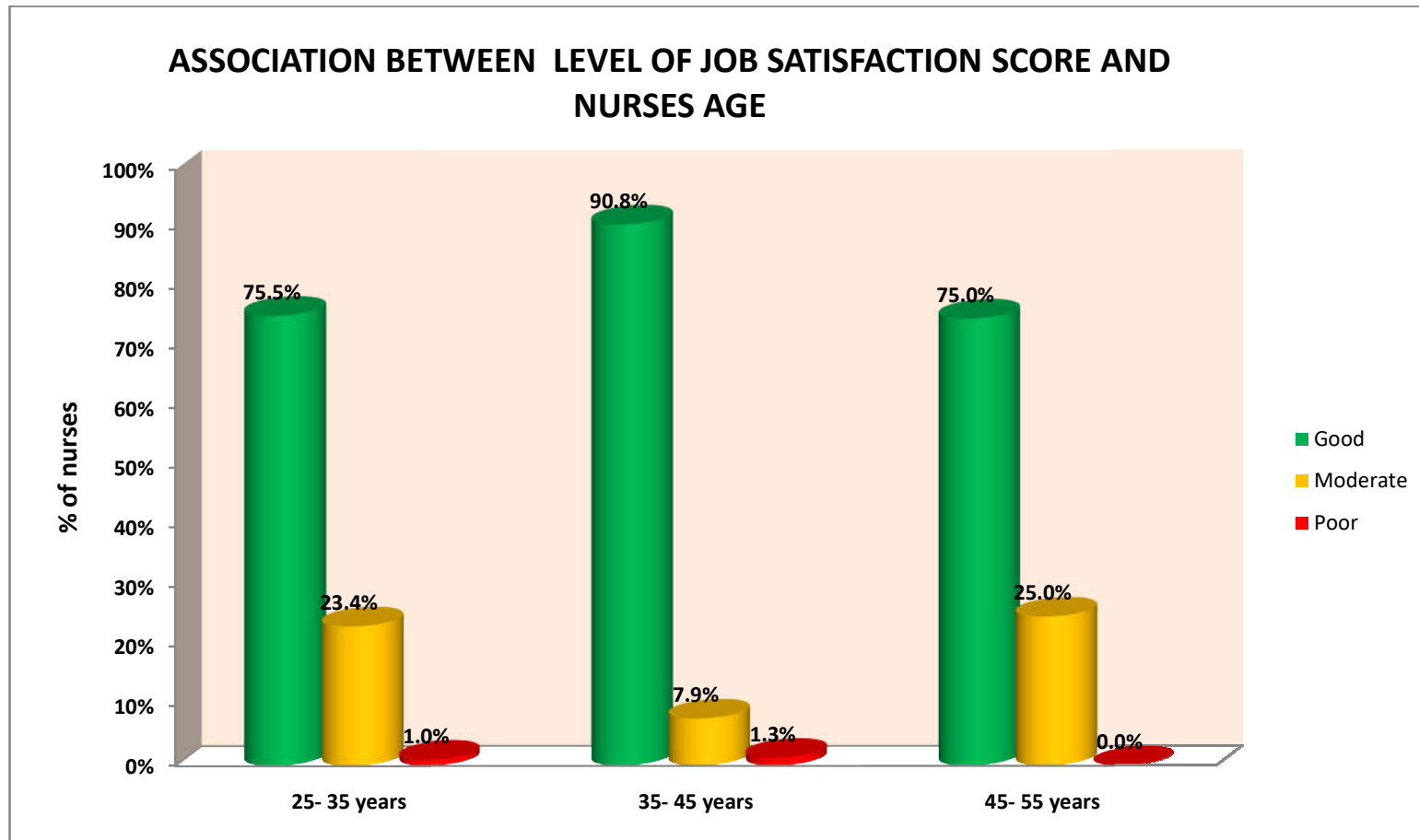
Demographic variables		Level of job satisfaction						n	Chi square test
		Good		Moderate		Poor			
		n	%	n	%	n	%		
Age	25- 35 years	145	75.5%	45	23.4%	2	1.0%	192	$\chi^2=9.29$ $P=0.05^*$  (S)
	35- 45 years	69	90.8%	6	7.9%	1	1.3%	76	
	45- 55 years	24	75.0%	8	25.0%	0	0.0%	32	
Sex	Male	15	68.2%	7	31.8%	0	0.0%	22	$\chi^2=2.39$  $P=0.30$ (NS)
	Female	223	80.2%	52	18.7%	3	1.1%	278	
Attending	From home	131	82.4%	27	17.0%	1	0.6%	159	$\chi^2=2.10$  $P=0.34$ (NS)
Job as a	From hostel	107	75.9%	32	22.7%	2	1.4%	141	
Academic qualification	Higher Secondary	121	80.1%	29	19.2%	1	0.7%	151	$\chi^2=1.07$  $P=0.78$ (NS)
	Graduate	95	77.9%	25	20.5%	2	1.6%	122	
	Post graduate	22	81.5%	5	18.5%	0	0.0%	27	
Professional Qualification	DGNM	180	78.3%	48	20.9%	2	0.9%	230	$\chi^2=1.71$  $P=0.79$ (NS)
	PBB.Sc(N)	40	81.6%	8	16.3%	1	2.0%	49	
	M.Sc(N)	18	85.7%	3	14.3%	0	0.0%	21	
Marital status	Married	170	80.2%	41	19.3%	1	0.5%	212	$\chi^2=2.45$  $P=0.65$ (NS)
	Single	67	77.0%	18	20.7%	2	2.3%	87	
	Widow	1	100.0%	0	0.0%	0	0.0%	1	
	Others	0	0.0%	0	0.0%	0	0.0%	0	
Type of family	Nuclear family	138	80.7%	32	18.7%	1	0.6%	171	$\chi^2=1.23$  $P=0.87$ (NS)
	Joint family	92	77.3%	25	21.0%	2	1.7%	119	
	Extended family	8	80.0%	2	20.0%	0	0.0%	10	
Area of job performance	General ward	108	73.5%	37	25.2%	2	1.4%	147	$\chi^2=7.61$
	Special ward	62	81.6%	13	17.1%	1	1.3%	76	

	Intensive care unit	57	87.7%	8	12.3%	0	0.0%	65	P=0.26(NS)
	Isolation ward	11	91.7%	1	8.3%	0	0.0%	12	
Year of experience in hospital	1-5 years	99	81.8%	22	18.2%	0	0.0%	121	$\chi^2=8.16$ P=0.22(NS)
	6-10 years	69	76.7%	19	21.1%	2	2.2%	90	
	11-15 years	38	88.4%	5	11.6%	0	0.0%	43	
	> 15 years	32	69.6%	13	28.3%	1	2.2%	46	
Duration of sleep / day	< 8 hours	122	81.9%	27	18.1%	0	0.0%	149	$\chi^2=9.76$ P=0.05*(S)
	8 hours	78	74.3%	26	24.8%	1	1.0%	105	
	> 8 hours	38	82.6%	6	13.0%	2	4.3%	46	
Duration of work per day	8 hours / day	201	82.0%	41	16.7%	3	1.2%	245	$\chi^2=7.74$ P=0.03*(S)
	> 8 hours /day	37	67.2%	18	32.7%	0	0.0%	55	
Hobby of every day	Reading books	70	85.3%	12	14.6%	0	0.0%	82	$\chi^2=14.53$ P=0.02*(S)
	Watching TV	111	81.0%	25	18.2%	1	0.7%	137	
	Games	20	62.5%	10	31.3%	2	6.3%	32	
	Others	37	75.5%	12	24.5%	0	0.0%	49	
Exposure to stressful situations in the ward	Occasionally	100	85.5%	16	13.7%	1	0.9%	117	$\chi^2=8.33$ P=0.08(NS)
	Frequently	76	71.0%	29	27.1%	2	1.9%	107	
	Daily	62	81.6%	14	18.4%	0	0.0%	76	

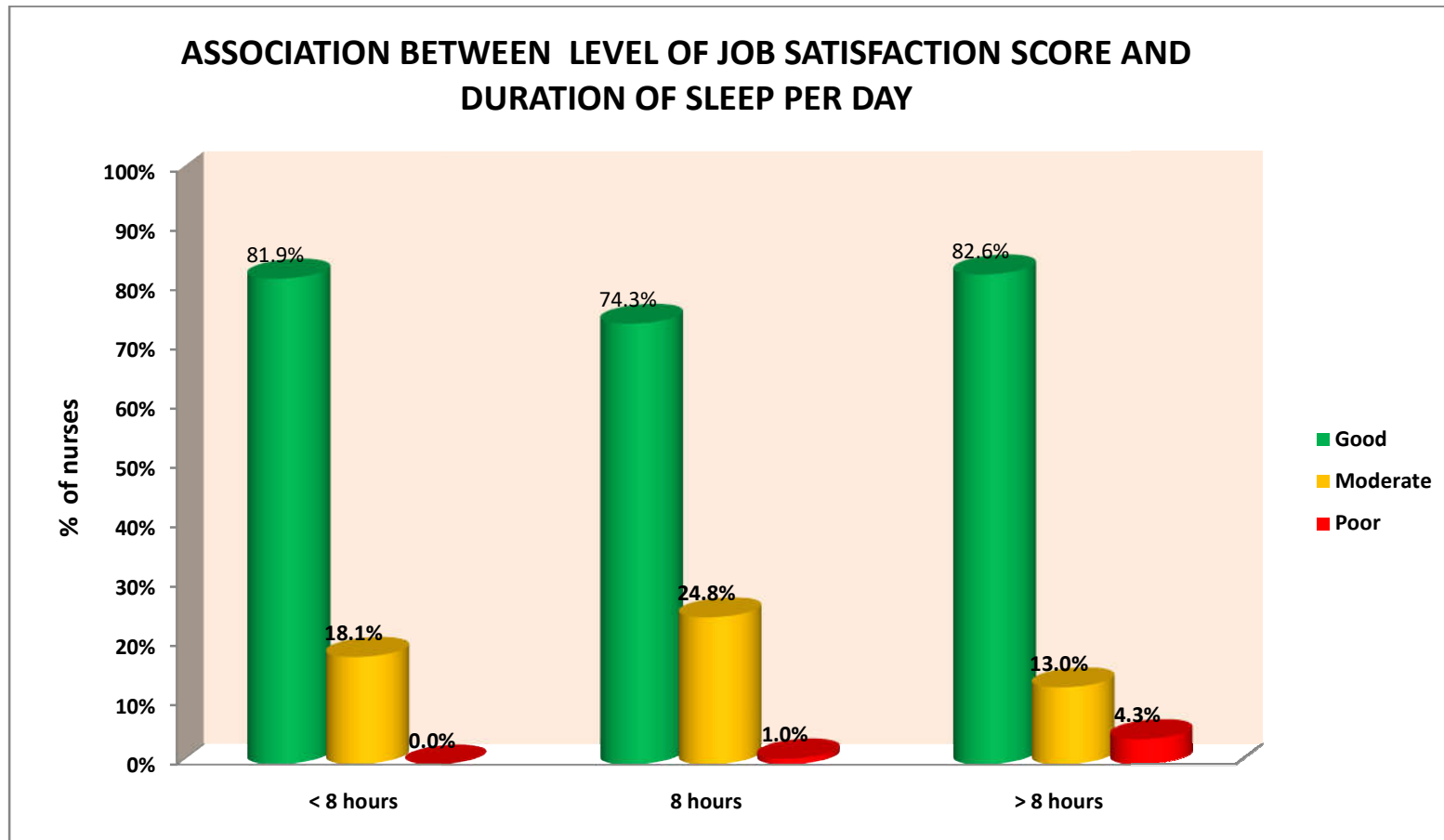
Fig17-20

The above table 4.12 shows the association of job satisfaction and selected socio demographic variables. Middle aged (35-45 years) nurses, > 8 hours duration of sleep hours staff nurses, 8 hours duration of work per day nurses and Books reading habit nurses are having more good job satisfaction than others. Statistical significance was confirmed using chi square test.

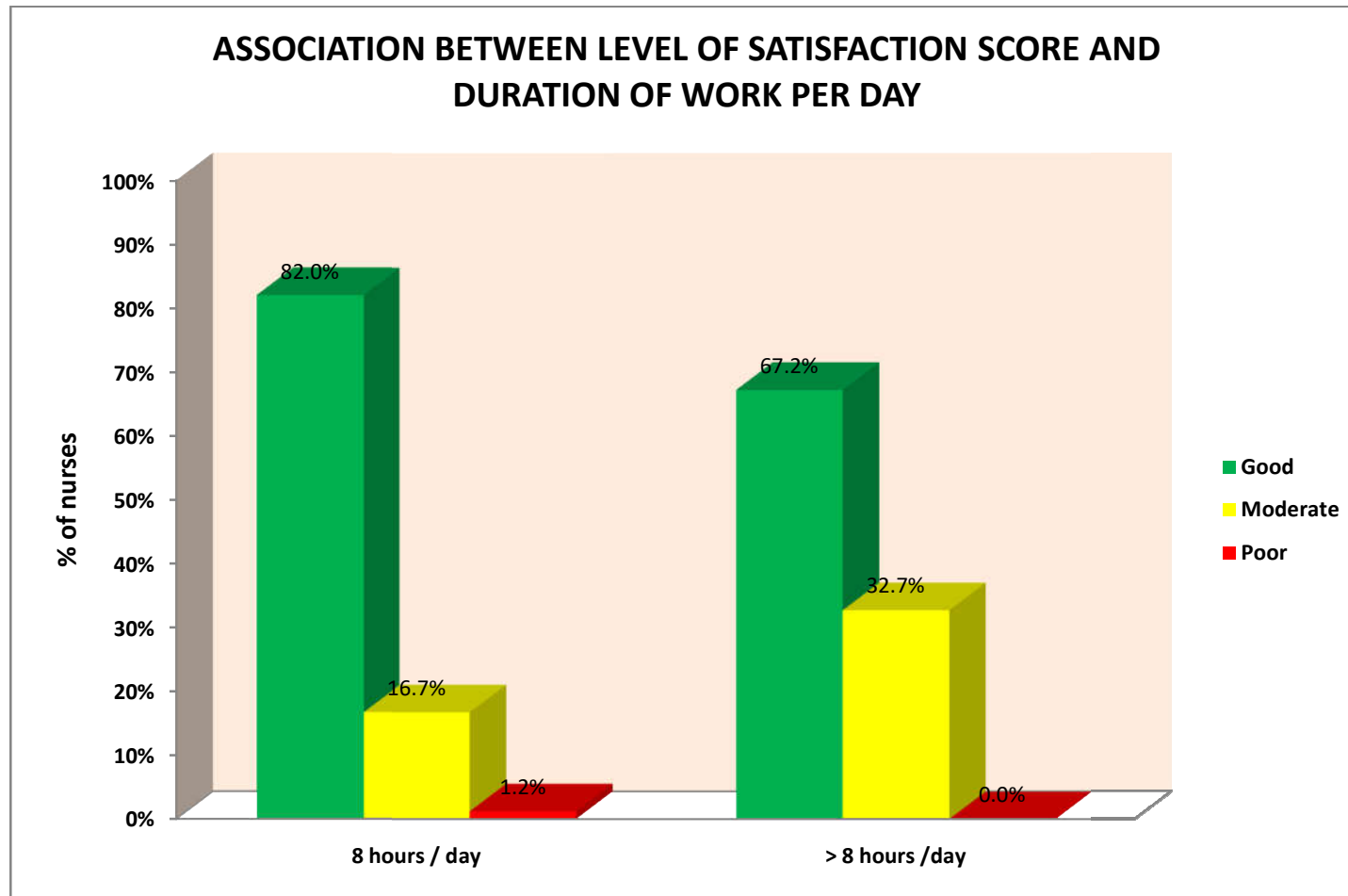




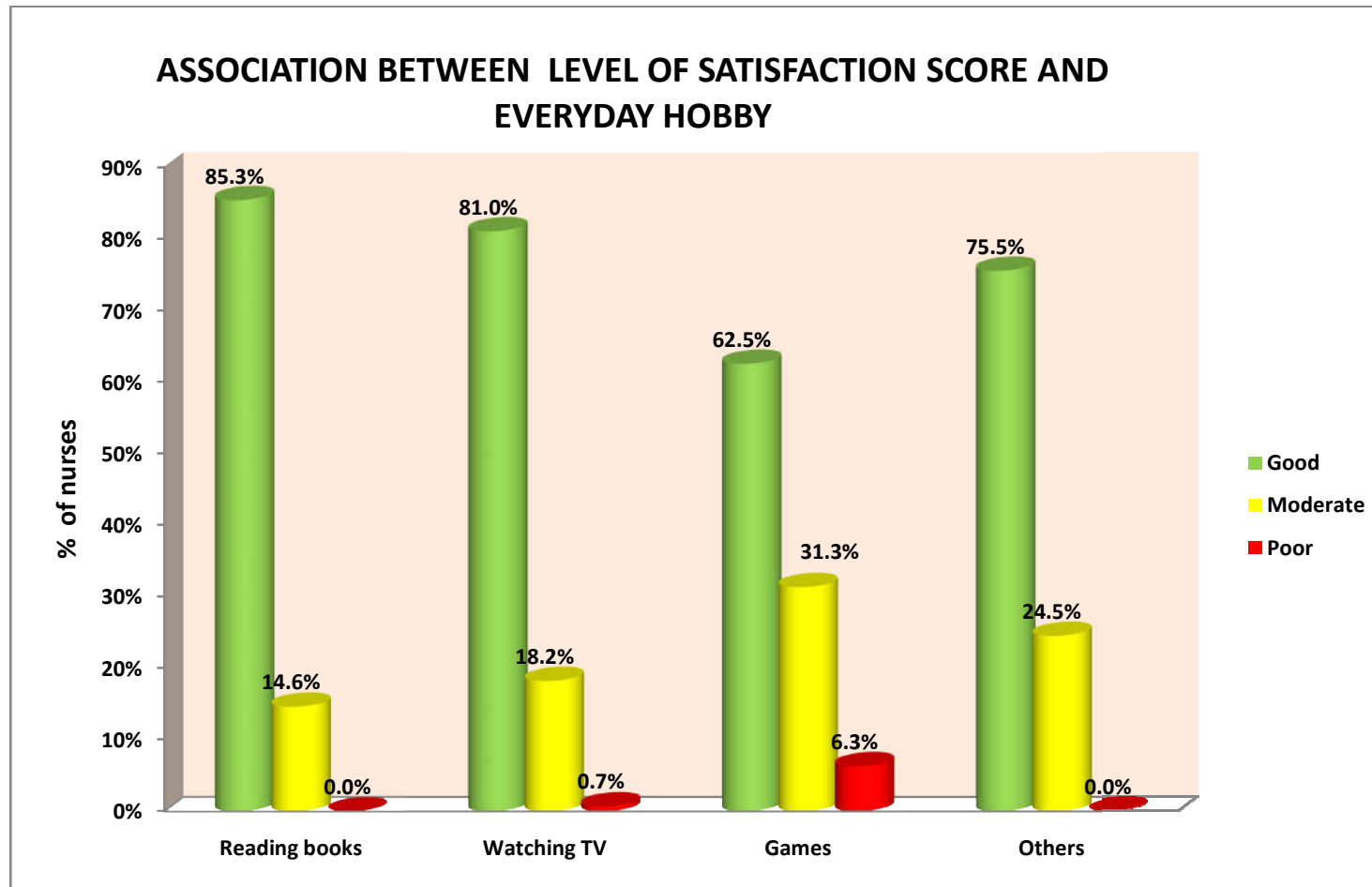
**Fig 4.17 Association between level of job satisfaction score and nurses age**



**Fig 4.18 Association between level of job satisfaction score and duration of sleep per day**



**Fig 4.19 Association between level of job satisfaction score and duration of work per day**



**Fig 4.20 Association between level of job satisfaction score and every day hobby**

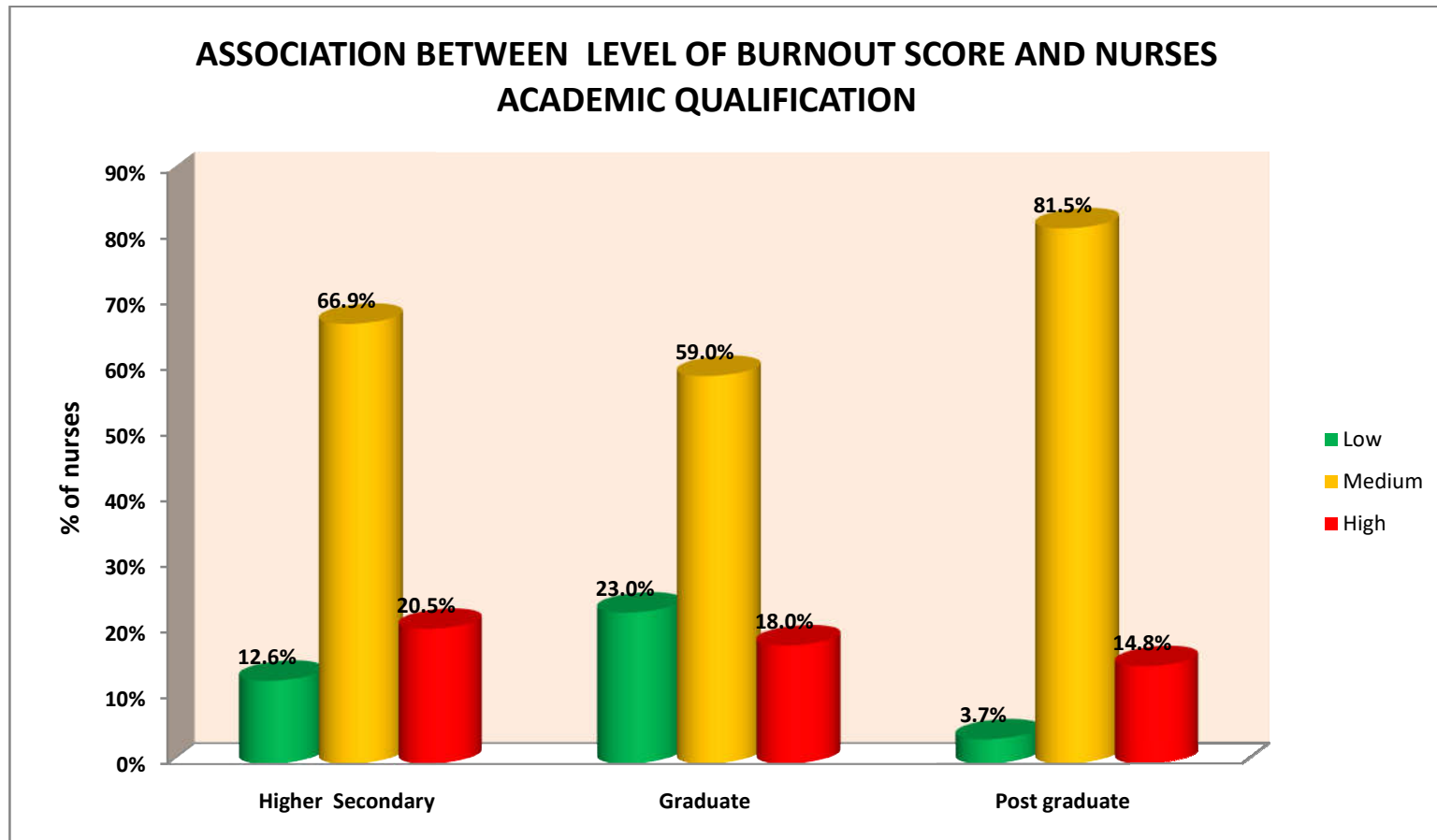
**TABLE 13: ASSOCIATION BETWEEN BURN OUT SCORE AND  
DEMOGRAPHIC VARIABLES**

Demographic variables		Level of burnout						n	Chi square test
		Low		Medium		High			
		n	%	n	%	n	%		
Age	25- 35 years	36	18.8%	118	61.5%	38	19.8%	192	$\chi^2=5.35$ P=0.25(NS)
	35- 45 years	9	11.8%	56	73.7%	11	14.5%	76	
	45- 55 years	3	9.4%	21	65.6%	8	25.0%	32	
Sex	Male	3	13.6%	16	72.7%	3	13.6%	22	$\chi^2=0.66$ P=0.71(NS)
	Female	45	16.2%	179	64.4%	54	19.4%	278	
Attending	From home	20	12.6%	103	64.8%	36	22.6%	159	$\chi^2=4.83$ P=0.09(NS)
Job as a	From hostel	28	19.9%	92	65.2%	21	14.9%	141	
Academic qualification	Higher Secondary	19	12.6%	101	66.9%	31	20.5%	151	$\chi^2=9.71$ P=0.05*(S)
	Graduate	28	23.0%	72	59.0%	22	18.0%	122	
	Post graduate	1	3.7%	22	81.5%	4	14.8%	27	
Professional Qualification	DGNM	34	14.8%	153	66.5%	43	18.7%	230	$\chi^2=5.09$ P=0.28(NS)
	PBB.Sc(N)	12	24.5%	26	53.1%	11	22.4%	49	
	M.Sc(N)	2	9.5%	16	76.2%	3	14.3%	21	
Marital status	Married	29	13.7%	139	65.6%	44	20.8%	212	$\chi^2=4.25$ P=0.37(NS)
	Single	19	21.8%	55	63.2%	13	14.9%	87	
	Widow	0	0.0%	1	100.0%	0	0.0%	1	
	Others	0	0.0%	0	0.0%	0	0.0%	0	
Type of family	Nuclear family	18	10.5%	117	68.4%	36	21.1%	171	$\chi^2=11.35$ P=0.02*(S)
	Joint family	26	21.8%	73	61.3%	20	16.8%	119	
	Extended family	4	40.0%	5	50.0%	1	10.0%	10	
Area of job performance	General ward	26	17.7%	93	63.3%	28	19.0%	147	$\chi^2=2.55$ P=0.86(NS)
	Special ward	13	17.1%	48	63.2%	15	19.7%	76	
	Intensive care unit	7	10.8%	47	72.3%	11	16.9%	65	

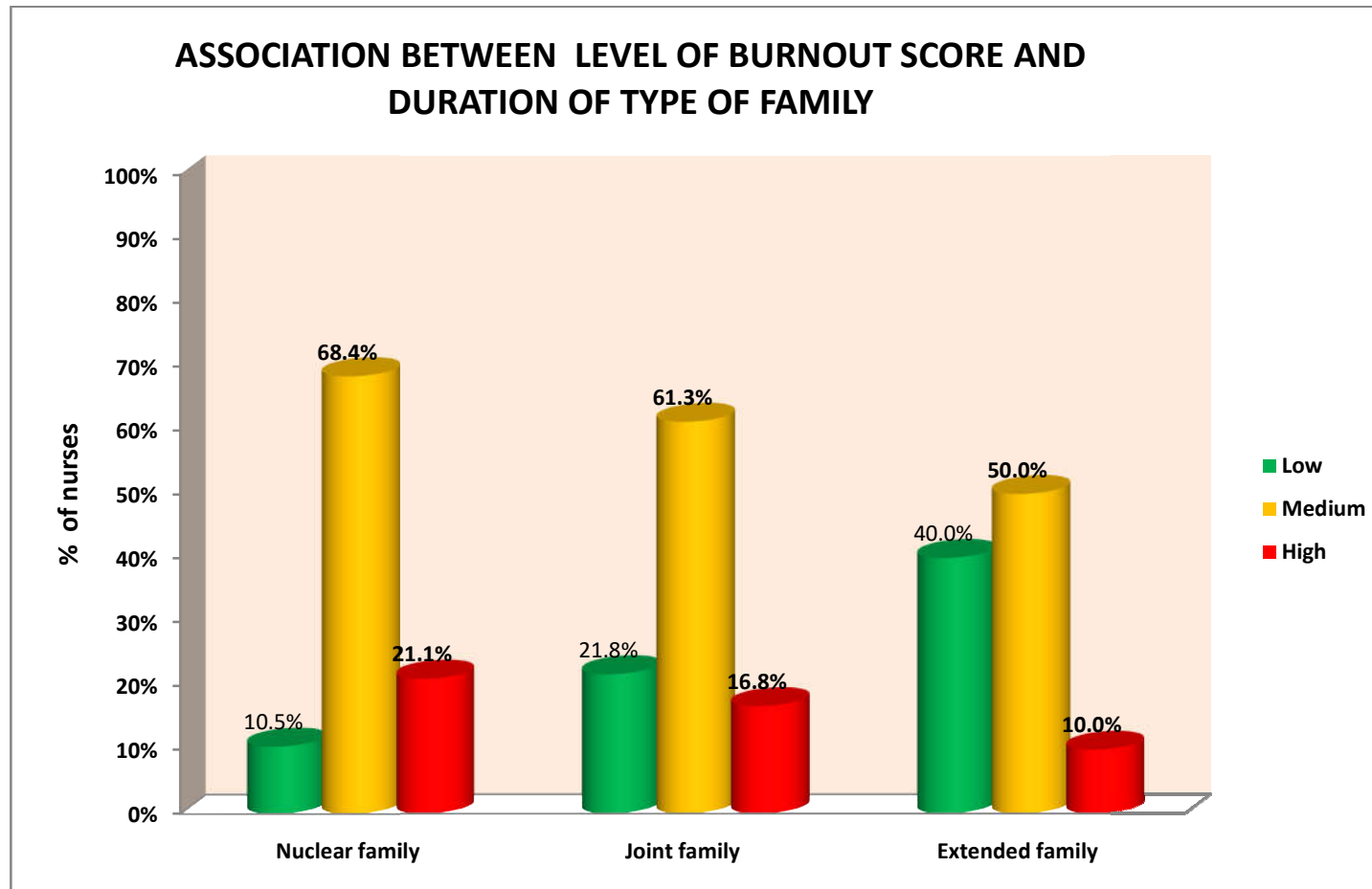


	Isolation ward	2	16.7%	7	58.3%	3	25.0%	12	
Year of experience in hospital	1-5 years	24	19.8%	83	68.6%	14	11.6%	121	$\chi^2=8.93$ $P=0.17(NS)$
	6-10 years	12	13.3%	56	62.2%	22	24.4%	90	
	11-15 years	5	11.6%	29	67.4%	9	20.9%	43	
	> 15 years	7	15.2%	27	58.7%	12	26.1%	46	
Duration of sleep / day	< 8 hours	22	14.8%	97	65.1%	30	20.1%	149	$\chi^2=1.94$ $P=0.75(NS)$
	8 hours	20	19.0%	65	61.9%	20	19.0%	105	
	> 8 hours	6	13.0%	33	71.7%	7	15.2%	46	
Duration of work per day	8 hours / day	45	18.4%	160	65.3%	40	16.3%	245	$\chi^2=9.72$ $P=0.01^{**}(S)$
	> 8 hours /day	3	5.4%	35	63.6%	17	30.9%	55	
Hobby of every day	Reading books	15	18.3%	45	54.9%	22	26.8%	82	$\chi^2=11.41$ $P=0.08(NS)$
	Watching TV	17	12.4%	94	68.6%	26	19.0%	137	
	Games	8	25.0%	19	59.4%	5	15.6%	32	
	Others	8	16.3%	37	75.5%	4	8.2%	49	
Exposure to stressful situations in the ward	Occasionally	24	20.5%	75	64.1%	18	15.4%	117	$\chi^2=11.26$ $P=0.02^{*}(S)$
	Frequently	19	17.8%	71	66.4%	17	15.9%	107	
	Daily	5	6.6%	49	64.5%	22	28.9%	76	

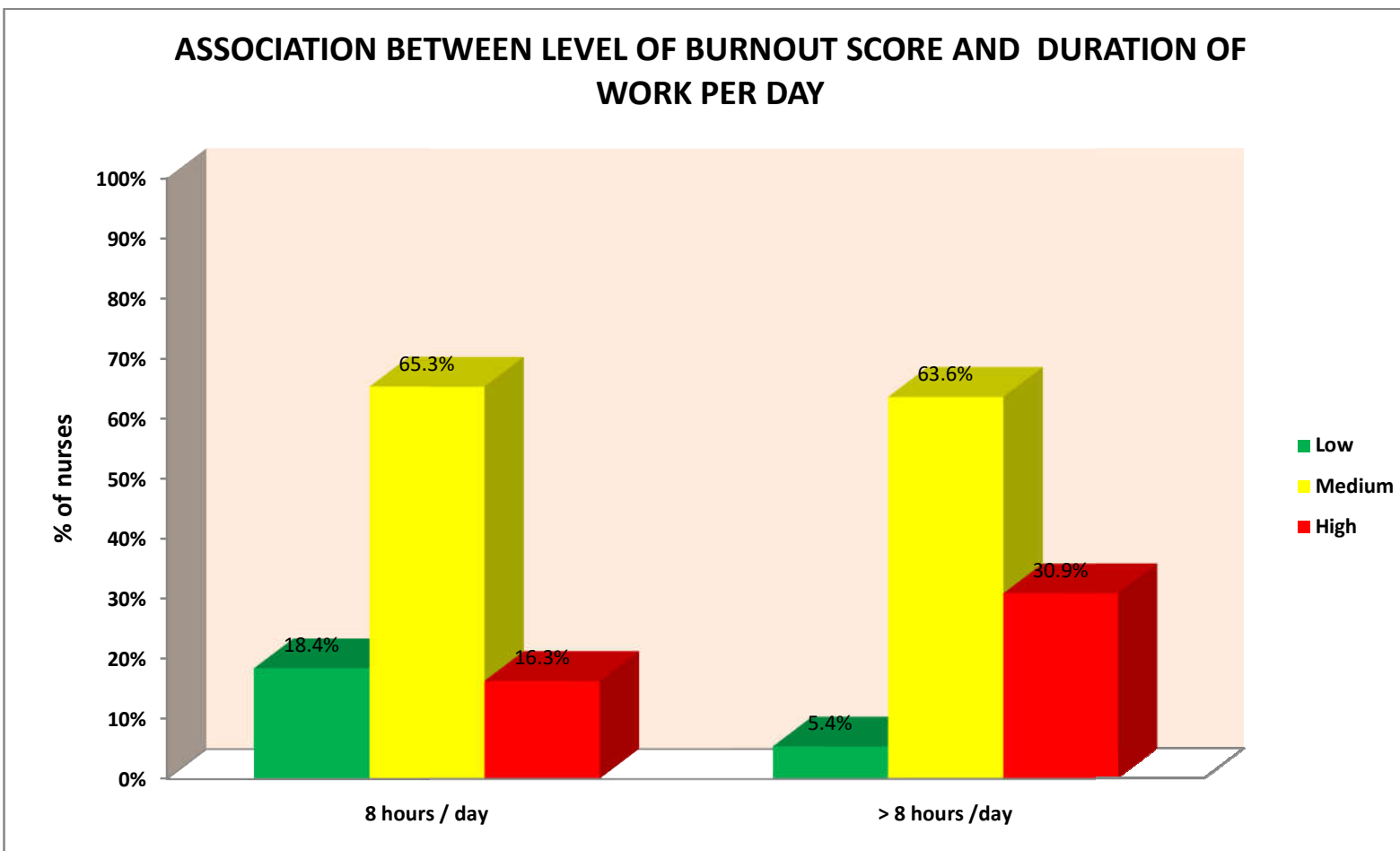
The above table 4.13 shows the association of Burnout and selected socio demographic variables Graduates nurses, nuclear family nurses, >8 hours duration of work per day nurses and Daily Exposure to stressful situations in the ward nurses are having more burn out than others. Statistical significance was confirmed using chi square test.



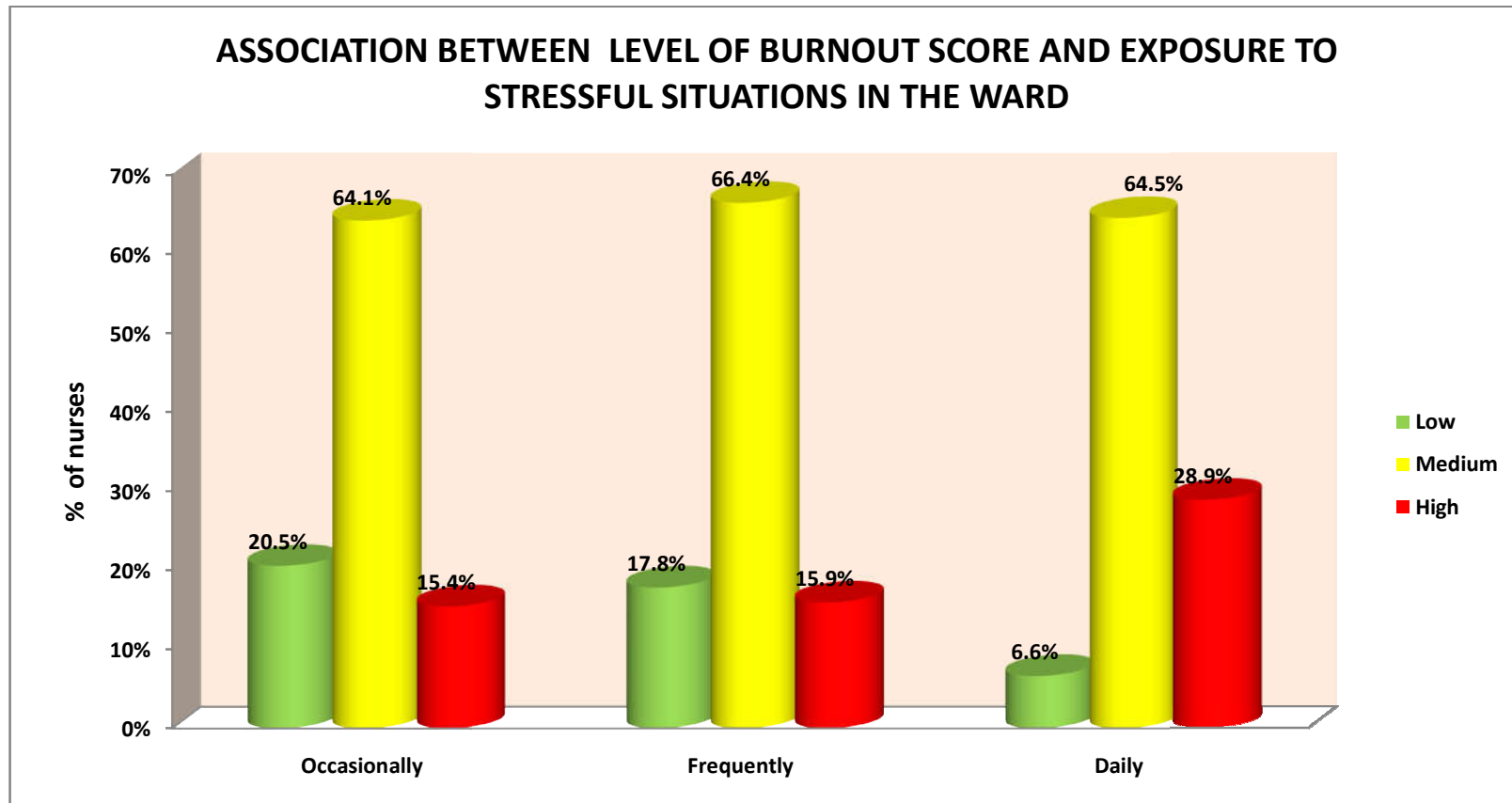
**Fig 4.21 Association between level of burnout score and Nurses academic qualification**



**Fig 4.22 Association between level of burnout score and duration of type of family**



**Fig 4.23 Association between level of Burnout score and duration of work per day**



**Fig 4.24 Association between level of Burnout score and Exposure to stressful situations in the ward**

## CHAPTER V

### DISCUSSION

The chapter deals with the detailed discussion on the findings of the study obtained from the statistical analysis. In this chapter the findings of the present study are discussed with the previous study. The main aim of the study is to assess the relationship between job satisfaction and burnout among staff nurse working in Rajiv Gandhi Government Hospital, Chennai. The data were analyzed and findings are discussed as per the objectives of the study.

#### **Socio demographic variables of staff nurses**

The demographic variables of present study shows that among 300 staff nurses majority of them (64%) were in the age group of 25-35 years, in sex majority of them (92.7%) were female, regarding attending job more of them (53%) were come from home. According to academic qualification more of them (50.3%) had higher secondary, in professional qualification more of them (76.7%) had DGNM, in case of marital status (70.7%) were married. The type of family revealed that more of them (57%) were in nuclear family, according to area of job performance (49%) were working in general ward, most of them (40.3%) were had 1-5 years of experience in hospital, majority of the staff nurses (49.7%) were slept less than 8 hours per day. According to duration of work per day majority of them (81.7%) were had 8 hours duty per day, majority of staff nurses (45.7%) were used to watch TV in their free time, the exposure to stressful situations in the ward revealed that majority of them (39%) were exposure occasionally.

My study consistent with the cross sectional descriptive analytic study of burnout and socio-demographic characteristics of nurses in iran, which conducted by **Vahid Rashedi, Mohammad Rezaei, et al., (2014)** One way ANOVA indicated, that there was a statistically significant relationship between the level of education and PA ( $P = 0.013$ ,  $F = 4.489$ ). There was no significant relationship between MBI subscales scores and factors such as gender, marital status, family size and shift. There was significant relationship between burnout and age, length of employment, and educational level.

**Objective 1: To identify the level of job satisfaction among staff nurses working in RGGGH.**

The present study revealed that the level of job satisfaction score among staff nurses working in Rajiv Gandhi Government General Hospital at Chennai. . In general 79.33% of the nurses are having good job satisfaction score, 19.67% of the nurses are having moderate job satisfaction score and 1% of the nurses are having poor job satisfaction score.

My study consistent with the cross-sectional study of a comparative study on the level of satisfaction among regular and contractual health-care workers which conducted by  **jyoti Dixit, Sonu goel, et al., (2017)** were depicted that Majority of the regular health-care staff was highly satisfied (86.9%) as compared to contractual staff (10.5%), which however was moderately satisfied (55.9%). Stepwise regression model showed that work-related matters ( $\beta = 1.370$ ,  $P < 0.01$ ), organizational facilities ( $\beta = 1.586$ ,  $P < 0.01$ ), privileges attached to the job ( $\beta = 0.530$ ,  $P < 0.01$ ), attention to the suggestions ( $\beta = 0.515$ ,  $P < 0.01$ ), chance of promotion ( $\beta = 0.703$ ,  $P < 0.01$ ), and human resource issues ( $\beta = 1.0721$ ,  $P < 0.01$ ) are strong predictors of overall satisfaction level.

**Objective 2: To assess the level of burnout among staff nurses working in RGGGH.**

The study result revealed that the level of burnout score among staff nurses working in Rajiv Gandhi Government General Hospital at Chennai. 16% of the nurses are having low burnout score, 65% of the nurses are having medium score and 19% of the nurses are having high burnout score.

My study consistent with the study of burnout among nurses which is conducted by **Victor Olufolahan Lasebikan, Modupe Olusola Oyetunde, et al., (2012)** were depicted that a high level of burnout was identified in 39.1% of the respondents in the area of emotional exhaustion (EE), 29.2% in the area of depersonalization and 40.0% in the area of reduced personal accomplishment. Multivariate analysis showed that doctor/nurse conflict (OR = 3.1, 95% CI: 1.9–6.3), inadequate nursing personnel (OR = 2.6, 95% CI: 1.5–

5.1), and too frequent night duties (OR = 3.1, 95% CI: 1.7–5.6) were predictors of burnout in the area of EE, doctor/nurse conflict (OR = 3.4, 95% CI: 2.2–7.6) and too frequent night duties (OR = 2.4, 95% CI 1.5–4.8) in the area of D, high nursing hierarchy (OR = 2.7, 95% CI: 1.5–4.8), poor wages (OR = 2.9, 95% CI: 1.6–5.6), and too frequent night duties (OR = 2.3, 95% CI: 2.3–4.5) in the area of RPA. The study concluded that prevalence of burnout among these nurses was high..

**Objective 3: To evaluate the relationship between job satisfaction and burnout among staff nurses.**

In present study revealed that there is a fair significant negative correlation between job satisfaction score and burnout score, it means job satisfaction score decreases their burnout score increases. Thus the hypothesis, there will be a significant relationship between job satisfaction and burnout among staff nurses. The result shows there was a no significant relationship between job satisfaction and burnout among staff nurses.

My study consistent with the descriptive correlational study of the impact of Job satisfaction on Nurses' Burnout among registered nurses at Jinnah Hospital Lahore, Pakistan which was completed by Afzal M, Sarwar H, et al., (2017). 260 registered nurses were selected for this study; the study result showed that job satisfaction has significant negative relationship ( $r = -0.475$ ,  $p < .001$ ) with nurses' burnout.

**Objective 4: To find the association of job satisfaction and selected socio demographic variables.**

The association between job satisfaction and selected socio demographic variables among staff nurses were calculated by using chi square test. the result shows middle aged (35-45 years) nurses, > 8 hours duration of sleep hours staff nurses, 8 hours duration of work per day nurses and Books reading habit nurses are having more good job satisfaction than others. It was found that there is a significant relationship between job satisfaction and selected some of the socio demographic variables



**Objective 5: To find out the association between burnout and selected socio demographic variables.**

The Association of Burnout and selected socio demographic variables among staff nurses were calculated by using chi square test. The result revealed that Graduates nurses, nuclear family nurses, >8 hours duration of work per day nurses and Daily Exposure to stressful situations in the ward nurses are having more burn out than others. It was found that there is significant association between burnout and some of the selected socio demographic variables.

## **CHAPTER VI**

### **SUMMARY, CONCLUSION AND IMPLICATION, RECOMMENDATION**

This chapter deals with summary, conclusion, implication, recommendation and limitations of the study

#### **SUMMARY**

The study was conducted to assess the relationship between job satisfaction and burnout among staff nurses working in Rajiv Gandhi Government Hospital, Chennai.

Non experimental design was used for this study. The study was conducted in Rajiv Gandhi Government Hospital, Chennai. Nursing workplace satisfaction questionnaire was used to assess the job satisfaction of staff nurses and modified maslach burnout inventory was used to assess the burnout level of staff nurses working in Rajiv Gandhi Government Hospital, Chennai. 348 samples were collected and 48 were dropped out and 300 samples were selected for this study. The data collection period was 4 weeks. Descriptive and inferential statistics were employed to analyze the data.

#### **MAJOR FINDINGS OF THE STUDY:**

#### **BASED ON THE SOCIO DEMOGRAPHIC VARIABLES OF STUDY GROUP:**

1. Among 300 staff nurses (64%) were in the age group of 25-35 years, (25.3%) were in the age group of 35-45 years, (10.7%) were in the age group of 45-55 years.
2. In sex (92.7%) were female, (7.3%) were male
3. Regarding attending job as a (53%) were come from home for job, (47%) were come from hostel for job.
4. to academic qualification (50.3%) had higher secondary, (40.7%) had graduate, (9%) had post graduate.
5. In professional qualification revealed that (76.7%) had DGNM, (16.3%) had PBB.Sc(N), (7%) had MSc(N).

6. In case of marital status (70.7%) were married, (29%) were single, (0.3%) were widow, and none of them were in other categories.
7. The type of family revealed that (57%) were nuclear family, (39.7%) were joint family, and (3.3%) were extended family.
8. According to area of job performances (49%) were general ward, (25.3%) were special ward, (21.7%) were intensive care unit, and (4%) were isolation ward.
9. Regarding year of experience in hospital (40.3%) were 1-5 years, (30%) were 6-10 years, (15.4%) were more than 15 years, and (14.3%) were 11-15 years of experience.
10. The duration of sleep per day revealed that (49.7%) were slept less than 8 hours per day, (35%) were slept 8 hours per day, (15.3%) were slept more than 8 hours per day.
11. According to duration of work per day (81.7%) were had 8 hours duty per day, (18.3%) were had more than 8 hours per day.
12. Regarding hobby of every day was (45.7%) were watching TV, (27.3%) were reading books, (10.7%) were playing games, (16.3%) were used other than mentioned above for recreation.
13. The exposure to stressful situations in the ward revealed that (39%) were exposure occasionally, (35.7%) were exposure frequently, and (25.3%) were exposure daily.

### **FINDINGS OF THE LEVEL OF JOB SATISFACTION AMONG STAFF NURSES**

The present study revealed that the level of job satisfaction score among staff nurses working in Rajiv Gandhi Government General Hospital at Chennai. In general 79.33% of the nurses are having good job satisfaction score, 19.67% of the nurses are having moderate job satisfaction score and 1% of the nurses are having poor job satisfaction score.

### **FINDINGS OF THE LEVEL OF BURNOUT AMONG STAFF NURSES**

The study result revealed that the level of burnout score among staff nurses working in Rajiv Gandhi Government General Hospital at Chennai.

16% of the nurses are having low burnout score, 65% of the nurses are having medium score and 19% of the nurses are having high burnout score.

### **FINDINGS OF THE RELATIONSHIP BETWEEN JOBSATISFACTION AND BURNOUT AMONG STAFF NURSES**

In present study revealed that there is a fair significant negative correlation between job satisfaction score and burnout score, it means job satisfaction score decreases their burnout score increases.

### **FINDINGS ON THE ASSOCIATION BETWEEN JOB SATISFACTION AND SELECTED SOCIO DEMOGRAPHIC VARIABLES**

The association between job satisfaction and selected socio demographic variables among staff nurses were calculated by using chi square test. the result shows middle aged (35-45 years) nurses, > 8 hours duration of sleep hours staff nurses, 8 hours duration of work per day nurses and Books reading habit nurses are having more good job satisfaction than others.

### **FINDINGS ON THE ASSOCIATION BETWEEN BURNOUT AND SELECTED SOCIO DEMOGRAPHIC VARIABLES**

The Association of Burnout and selected socio demographic variables among staff nurses were calculated by using chi square test. The result revealed that Graduates nurses, nuclear family nurses, >8 hours duration of work per day nurses and Daily Exposure to stressful situations in the ward nurses are having more burn out than others.

## **6.2 IMPLICATION OF THE STUDY**

The investigator derived the following implications from the study

### **IMPLICATION FOR NURSING PRACTICE**

- Nurses are more prone to get burnout in the ward because of the work load and improve by proper delegation of work.
- To motivate and encouragement of team and group work reduces the burnout.
- To allocating the job to the nurses in which they are really interested, also helps to minimize burnout.

- To provide conducive working environment helps to promote job satisfaction.
- Nurses are educated to reduce the burnout and improve the job satisfaction.
- Nurses should be trained in yoga and meditation to cope up with the burnout

#### **IMPLICATION FOR NURSING EDUCATION:**

- Nursing curriculum should the nurse for imparting health information regarding management of burnout.
- Nurse educator should educate the student nurses about how to cope up with burnout in the ward
- Nurse educator should educate the student nurses how to carry out the work in their ward without burden

#### **IMPLICATION FOR NURSING ADMINISTRATION**

- The nurse administrator can arrange the in-service education program to improve knowledge of health professionals regarding managing the burnout and improve job satisfaction.
- The nurse administrator should posted the adequate staff nurses in bus y ward to reduce the work load
- The nurse administrator should posted the adequate staff nurses in busy ward(ICU) to reduce the work load as per INC norms.
- To reduction in working hours, assigning with different cases, rotation may minimize burnout.
- Nursing administrators should concentrate on the proper selection, placement, and effective utilization of the nurses in all areas.

#### **IMPLICATION OF NURSING RESEARCH:**

- Many more research studies could be done to assist the efficacy of highly feasible and less expensive therapy in various other conditions and settings.

- Nurses are encouraged to conduct the interventional study regarding job satisfaction and burnout.
- Adequate allocation of funds, manpower, time, adequate training should be provided to the nurses for conducting research regarding burn out and job satisfaction.

### **6.3 RECOMMENDATION**

- The findings of the present study can be used as a guide of future research
- Interventional study can be undertaken to reduce the burnout
- The comparative study can be conducted between general hospital staff nurses with specialty hospital staff nurses.
- A study can be conducted in preventing aspect of burnout
- To make the recommendation to the government to arrange compulsory medical check-up on the yearly basis for the nursing personnel.

### **6.4 LIMITATION**

- The study limited to the staff nurses working in RGGGH
- The study limited to data collection period of four weeks.

### **6.5 CONCLUSION:**

The study examined the relationship between job satisfaction and burnout among the staff nurses working in Rajiv Gandhi Government General Hospital, Chennai. The result shows that job satisfaction has a significant negative relationship with nurses' burnout. Therefore the hospital's administration should emphasize on the strategies which can increase the satisfaction of the nurses and ultimately decrease the job burnout.

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